

Chinook Solutions Web-Site & E-Commerce Transactions General Terms & Conditions

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These terms and conditions apply to the web-sites maintained by Chinook Solutions Inc. and its operating units. These sites are:

Chinooksolutions.com
Strategicdna.org
Sickhousesurvival.com

If you purchase products and services from Chinook Solutions using these web sites (the "Site"), you accept and agree to be bound by and comply with these terms and conditions (the "Terms"). If you do not accept the Terms, do not use the Site.

General

Products and services provided by Chinook Solutions and its subsidiaries and affiliates may be subject to specific terms and conditions. Any specific Terms which do apply are contained in seminar brochures, product listings, service proposals or separate contractual agreements.

The Terms are to be read by you together with any terms, conditions or disclaimers provided in the pages of the Site. In the event of any conflict, the terms provided in the pages of the Site will govern.

The information, material and content provided in the pages of the Site (the "Information") may be changed at any time without notice. Changes may be made to the Terms at any time without notice by updating this website document posting. You agree to review the Terms in effect at the time of your purchase.

Currency

All amounts are in Canadian dollars unless otherwise stated.

Internet E-Mail

Any unprotected E-Mail communication over the Internet is, as with communication via any other medium (e.g. cellular phones, post office mail), not confidential, subject to possible interception or loss, and is also subject to possible alteration. We do not encourage anyone to send personal or financial information in E-mails. Chinook Solutions is not responsible for and will not be liable to you or any one else for any damages in connection with an E-Mail sent by you to Chinook Solutions or an E-Mail sent by Chinook Solutions to you at your request.

No Endorsements

No endorsement or approval of any third parties or their advice, opinions, information, products or services is expressed or implied by any Information.

Links/Software

Links from or to web sites outside the Site are meant for convenience only. Chinook Solutions does not review, endorse, approve or control, and is not responsible for any sites linked from or to the Site, the content of those sites, the third parties named therein, or their products and services. Linking to any other

site is at your sole risk and Chinook Solutions will not be responsible or liable for any damages in connection with linking.

Seminar Registrations

When you register for one of Chinook Solutions' business seminars, you are conducting a commercial transaction. Chinook Solutions will provide the agreed service as defined by the downloadable brochure for that event in return for payment of the required fee prior to the event. For your convenience, we offer on-line payment facilities as well as telephone, fax and mail facilities.

Seminar Substitutions and Refunds

Named attendees may be substituted for a different person at any time prior to the event. Cancellations received less than 3 working days prior to the event will be refunded in full minus an administrative fee of \$100. No-shows and cancellations on the day of the event will not normally be subject to refund.

Sometimes our seminars conflict with other popular events. We reserve the right to cancel the seminar and refund registration fees if less than five people register.

Book Purchases

Your complete book purchase transaction includes the cost of shipping and handling as stated in the applicable listing. Except for Canada Chinook Solutions is not liable for any taxes or duties applied by the country you live in. Unless otherwise stated all books have Canada or the United States as their country of origin.

Purchases of books are considered final once they have shipped except for manufacturing defects discovered on receipt of the book. If a book has a significant manufacturing defect, we will refund all monies provided the book is returned unread within 30 days. Please contact us immediately at info@chinooksolutions.com if you believe your book has a manufacturing defect.