

UNBOUND

UNBOUND Whop Store Policy Pack

Refund Policy Privacy Policy Terms of Service Contact Information

Prepared for Tracey MacDonald trading as UNBOUND Clarity Systems

Effective date 1 October 2026

Version 1.0

Purpose This master pack contains the four public policies needed for the UNBOUND digital book storefront on Whop. It is tailored to the current books-only offer and is ready for legal review before publication.

Important This document is a practical policy draft, not legal advice. A South African legal professional should confirm the final wording, the seller disclosures, tax treatment, record-retention periods, and any international consumer obligations before the policies go live.

Implementation Guide

The public Whop checkout currently links to four policy routes. Publish the matching section of this pack at each route. Do not publish this implementation guide or the reference basis at the end of the pack.

Policy	Required route	Status
Refund Policy	/policies/refund-policy	Ready for review
Privacy Policy	/policies/privacy-policy	Ready for review
Terms of Service	/policies/terms-of-service	Ready for review
Contact Information	/policies/contact-information	Ready for review

Store Scope

The Whop store sells self-guided digital PDF books and companion workbooks only. A purchase does not include access to an AI Tutor, course, programme, community, coaching, consultation, the wider UNBOUND ecosystem, or any future update unless the product page expressly says so.

Current offers include the introductory UNBOUND Shortbook, individual UNBOUND volumes with their companion workbooks, and the complete four-book and four-workbook bundle. All products are one-time purchases unless a checkout page expressly states otherwise.

Public Seller Details

Supplier	Tracey MacDonald
Legal status	Individual sole trader
Trading name	UNBOUND Clarity Systems
Address	51 Bottelary Road, Brackenfell, Cape Town, Western Cape, South Africa
Telephone	+27 64 554 3244
Email	unboundics@gmail.com
Store	https://unbound-clarity.whop.site

Refund Policy

Whop route: /policies/refund-policy

Effective date 1 October 2026

This Refund Policy applies to digital books and companion workbooks purchased from the UNBOUND Clarity Systems store through Whop. Tracey MacDonald, an individual sole trader trading as UNBOUND Clarity Systems, is the supplier of the products. Whop provides the platform and processes payment.

Digital Product Delivery

Products are supplied electronically as PDF files. Access is delivered through Whop after successful payment. No physical item is shipped. Buyers should promptly download the files and keep a secure personal copy because continued hosting or permanent platform access is not promised.

General Refund Position

Digital sales are generally final once access has been supplied or a download has been made available. We do not ordinarily refund a purchase because a buyer changed their mind, no longer wants the material, expected a different type of product, or did not use the product.

This position does not remove any refund, repair, replacement, cancellation, or other remedy that cannot lawfully be excluded under applicable consumer law.

When a Refund or Remedy May Be Available

We will review a request made within seven calendar days of purchase where one of the following applies:

- the same order was charged more than once or the amount charged was incorrect;
- access to the purchased files was not delivered and remains unavailable after reasonable troubleshooting;
- a supplied file is materially corrupted, incomplete, or unusable and we cannot provide a working replacement within a reasonable period;
- the purchased product is materially different from the description shown at the time of purchase; or
- applicable law requires a refund or another remedy.

When a Refund Is Normally Unavailable

- change of mind after access has been supplied;
- failure to read the product description or these policies before purchase;
- an assumption that a book purchase includes an AI Tutor, course, programme, community, coaching, consultation, ecosystem access, future content, or updates;
- device, software, printing, or storage limitations where the supplied PDF itself works as intended;
- loss of a downloaded file after access was correctly supplied;
- dissatisfaction with the educational ideas, reflections, writing style, or personal relevance of the material; or
- sharing, copying, modification, resale, or other use that breaches the product licence or these Terms of Service.

How to Request Support or a Refund

Email unboundics@gmail.com within seven calendar days of purchase. Include the purchaser name, order email address, Whop order or receipt number, product name, date of purchase, a short description of the issue, and any screenshot that helps us understand the problem. Do not send full card details, passwords, identity documents, or other unnecessary sensitive information.

We aim to acknowledge a complete request within two business days and assess it within seven business days. Complex payment disputes may require information from Whop or its payment partners and can take longer.

Approved Refunds

If a refund is approved, it will be processed through Whop to the original payment method. The time taken for the amount to appear depends on Whop, the payment processor, and the buyer's financial institution. Access to the refunded product may be withdrawn.

Payment Processing Issues

For an unrecognised charge, duplicate payment, or payment-processing error, a buyer may contact both UNBOUND Clarity Systems at unboundics@gmail.com and Whop support. Product access, content, delivery, and ordinary refund requests remain the responsibility of UNBOUND Clarity Systems as supplier.

Contact

Tracey MacDonald trading as UNBOUND Clarity Systems, 51 Bottelary Road, Brackenfell, Cape Town, Western Cape, South Africa. Telephone: +27 64 554 3244. Email: unboundics@gmail.com.

Privacy Policy

Whop route: /policies/privacy-policy

Effective date 1 October 2026

This Privacy Policy explains how Tracey MacDonald, an individual sole trader trading as UNBOUND Clarity Systems, collects, uses, shares, retains, and protects personal information connected with the UNBOUND digital book store. It should be read with Whop's own privacy policy because Whop separately operates the platform and payment services.

Responsible Party

For personal information processed by UNBOUND Clarity Systems, the responsible party is Tracey MacDonald trading as UNBOUND Clarity Systems. Privacy requests may be sent to unboundics@gmail.com or made using the contact details at the end of this policy.

Information We May Receive

Depending on the purchase or support interaction, we may receive or process:

- name, email address, telephone number, country, and other contact information;
- order details, product purchased, purchase date, amount, currency, order or receipt number, transaction status, and refund status;
- Whop username or account information made available to the seller;
- support messages, refund requests, feedback, and records of our responses;
- technical information needed to diagnose access or file-delivery problems; and
- consent and communication preferences where a person elects to receive marketing.

UNBOUND Clarity Systems does not need a buyer's full payment-card number or security code. Payment credentials are handled by Whop and its payment partners. Buyers should not send medical information, identity documents, passwords, complete card details, or other sensitive information unless specifically and lawfully required.

How We Use Personal Information

- to process and document purchases and deliver access to the correct digital product;
- to provide customer support and respond to access, refund, payment, or complaint enquiries;
- to prevent fraud, misuse, unlawful sharing, and other security risks;
- to maintain accounting, tax, transaction, dispute, and legal records;
- to enforce product licences and these Terms of Service;
- to improve product descriptions, delivery, and customer support using aggregated or appropriately limited information; and
- to send marketing only where the communication is lawful and the recipient has consented or another lawful basis applies.

Lawful Processing

We process personal information only where reasonably necessary and permitted by applicable law, including to perform a purchase contract, comply with legal obligations, protect legitimate business and

security interests, or act with consent where consent is required. A person may withdraw consent for future consent-based processing without affecting processing that was lawful before withdrawal.

Sharing and Service Providers

Personal information may be shared only as reasonably necessary with Whop and its payment or platform partners; email, hosting, storage, security, analytics, and customer-support providers; professional advisers; regulators, courts, law-enforcement bodies, or tax authorities where required; and a successor if the business is lawfully reorganised or transferred. Service providers should receive only the information needed for their function and remain subject to applicable confidentiality and data-protection duties.

Whop processes personal information under its own privacy policy and may share transaction and account information with UNBOUND Clarity Systems so the purchased product can be delivered and supported. Whop's privacy choices and platform processing are governed by Whop's policy, not solely by this policy.

International Processing

Whop and other service providers may process information outside South Africa. Where cross-border processing occurs, we take reasonable steps appropriate to our role to use providers and safeguards that support lawful and secure processing.

Retention

We retain order, accounting, tax, and dispute records for the period required by applicable law and legitimate record-keeping needs. Support correspondence is kept only as long as reasonably necessary to resolve the matter, maintain an accurate service record, or address a legal claim. Marketing records are retained until consent is withdrawn, an objection is upheld, or they are no longer required. Information that is no longer needed is deleted, destroyed, or de-identified where reasonably practicable, subject to legal retention duties.

Security

We use reasonable administrative, technical, and organisational measures appropriate to the information and risks involved. No internet transmission, platform, or storage system can be guaranteed completely secure. A suspected privacy or security incident may be reported to unboundics@gmail.com.

Direct Marketing

A purchase does not automatically require a buyer to accept unrelated marketing. Where marketing is sent, recipients may unsubscribe or object using the method in the message or by emailing unboundics@gmail.com. We will action valid opt-out requests as soon as reasonably practicable and will not charge for opting out.

Children

The store is intended for adult purchasers and is not designed to collect personal information directly from children. A parent or legal guardian should make any purchase intended for use within a family. Please do not submit a child's personal information through checkout or support communications unless it is genuinely necessary and lawfully authorised.

Your Rights

Subject to applicable law and verification of identity, a person may request access to personal information held about them; correction or updating of inaccurate information; deletion or destruction where the information is no longer lawfully required; restriction of or objection to certain processing; withdrawal of consent; and information about relevant recipients or processing. Requests should be sent to unboundics@gmail.com. Some requests may be limited where retention or processing is required by law, needed for a legal claim, or otherwise permitted.

Complaints

Please first give us a reasonable opportunity to address a privacy concern by contacting unboundics@gmail.com. A person may also lodge a complaint with the Information Regulator of South Africa through <https://inforegulator.org.za/complaints/>.

Cookies and Platform Technologies

The Whop website and checkout may use cookies, pixels, software development kits, and similar technologies for operation, security, authentication, analytics, and other purposes described in Whop's privacy policy. Browser controls and Whop's own privacy options may be used where available.

Changes to This Policy

We may update this policy where business practices, technology, or legal requirements change. The updated version will show a new effective date and will apply prospectively unless applicable law requires otherwise.

Contact

Tracey MacDonald trading as UNBOUND Clarity Systems, 51 Bottelary Road, Brackenfell, Cape Town, Western Cape, South Africa. Telephone: +27 64 554 3244. Email: unboundics@gmail.com.

Terms of Service

Whop route: /policies/terms-of-service

Effective date 1 October 2026

These Terms of Service govern purchases from the UNBOUND Clarity Systems digital book store. By completing a purchase, the buyer agrees to these terms together with the product description, Refund Policy, Privacy Policy, and any mandatory Whop buyer terms shown at checkout.

Supplier

The supplier is Tracey MacDonald, an individual sole trader trading as UNBOUND Clarity Systems. Whop provides the storefront and payment-processing platform. Unless Whop expressly states otherwise for a specific payment or tax function, Whop is not the author, supplier, or licensor of the UNBOUND products.

Products and Scope

The store offers self-guided digital PDF books and companion workbooks. Each product includes only the files and access expressly listed on its product page at the time of purchase. A purchase does not include an AI Tutor, course, programme, community, coaching, consultation, access to the wider UNBOUND ecosystem, future content, or updates unless the product page expressly includes them.

Eligibility and Authority

A purchaser must have legal capacity to enter into the transaction and must provide accurate information. A person purchasing for another individual or organisation confirms that they are authorised to do so. The store is intended for adult purchasers. A parent or legal guardian must make any purchase intended for a minor.

Prices Payment and Taxes

Prices are shown in the currency displayed on the product and checkout pages. The buyer will be shown the amount payable before confirming payment. Whop and its payment partners process the transaction and may apply legally required payment or tax treatment according to the selected payment method, buyer location, seller settings, and applicable law. UNBOUND Clarity Systems remains responsible for its own seller obligations and does not provide tax advice to buyers.

An order is accepted when payment succeeds and Whop confirms the purchase. We may decline or cancel an order where payment fails, fraud or misuse is suspected, the listing contained a material error, or fulfilment is legally prohibited. Where a paid order is cancelled before valid delivery, the appropriate remedy will be processed through Whop.

Delivery and Access

Digital files are delivered through Whop after successful purchase. Buyers are responsible for using a valid email address and compatible device or software, following reasonable access instructions, downloading the files promptly, and keeping a secure personal backup. No physical product will be shipped. Platform hosting and access are not promised indefinitely.

Personal Use Licence

Subject to full payment and compliance with these terms, the buyer receives a limited, non-exclusive, non-transferable licence to download, read, and use the purchased files for personal, non-commercial reflection and learning. The buyer may store the files on their own personal devices and print a reasonable number of copies for their own use.

Prohibited Use

A buyer must not, without prior written permission:

- share, lend, upload, distribute, publish, sell, sublicense, rent, or make the files available to another person;
- remove copyright, trade mark, attribution, or rights notices;
- copy substantial parts into another product, course, training, database, membership, or commercial service;
- modify, translate, adapt, scrape, systematically extract, or create derivative commercial materials from the content;
- use the files or their contents to train, fine-tune, evaluate, or populate an artificial-intelligence system or dataset; or
- circumvent access controls or use the product unlawfully.

Intellectual Property

UNBOUND names, trade marks, written content, frameworks, designs, graphics, product structure, and other materials remain protected intellectual property of their respective rights holder. A purchase transfers only the personal-use licence stated above and does not transfer ownership or any commercial exploitation right.

Educational Scope

The products are educational and reflective resources. They do not provide medical, psychological, psychiatric, therapeutic, legal, financial, or other regulated professional advice. They do not diagnose, label, treat, or define any person and do not promise a particular personal, relationship, parenting, professional, or commercial outcome. Buyers remain responsible for their own decisions and should obtain appropriate qualified support where needed.

The materials are not a crisis service. A person facing an urgent safety, medical, or mental-health concern should contact an appropriate local emergency or qualified professional service.

Refunds and Remedies

Refunds and remedies are governed by the Refund Policy published on the store. Nothing in these terms excludes or limits a mandatory right or remedy that cannot lawfully be excluded.

Availability Corrections and Updates

We may correct typographical, technical, pricing, or descriptive errors and may update or withdraw products prospectively. A material error affecting a completed order will be addressed fairly and in accordance with applicable law. A buyer is entitled only to the version and access expressly included in the completed order; future revisions or additional resources are not included unless stated.

Liability

To the maximum extent permitted by law, UNBOUND Clarity Systems is not liable for indirect, incidental, special, or consequential loss arising from a buyer's use of or inability to use the products, including loss arising from personal decisions, business decisions, lost data, lost opportunity, or third-party platforms. Where liability cannot lawfully be excluded, aggregate liability connected with a purchase will not exceed the amount paid for that product, except where applicable law requires a different result.

Nothing in these terms excludes liability for fraud, wilful misconduct, gross negligence, death or personal injury caused by negligence where such exclusion is prohibited, or any other liability or consumer right that cannot lawfully be limited.

Suspension or Withdrawal of Access

Access may be suspended or withdrawn where payment is reversed, refunded, charged back, or fraudulent; the buyer materially breaches the personal-use licence; or access must be restricted by law or platform requirements. A lawful personal copy already downloaded remains subject to the licence and prohibited-use provisions.

Governing Law and Disputes

These terms are governed by the laws of South Africa. The parties should first attempt to resolve a dispute in good faith through unboundics@gmail.com. If it remains unresolved, either party may use any court, tribunal, ombud, regulator, or dispute process available under applicable law. Mandatory consumer rights and jurisdiction rules in a buyer's country remain unaffected where they lawfully apply.

Changes to These Terms

We may update these terms prospectively. The terms displayed when an order is completed ordinarily govern that purchase, unless a change is required by law or is more favourable to the buyer.

Contact Information

Whop route: /policies/contact-information

Effective date 1 October 2026

This page identifies the supplier of the digital products sold through the UNBOUND Clarity Systems Whop store and explains how buyers can obtain support or make a complaint.

Supplier Details

Full name	Tracey MacDonald
Legal status	Individual sole trader
Trading name	UNBOUND Clarity Systems
Physical and service address	51 Bottelary Road, Brackenfell, Cape Town, Western Cape, South Africa
Telephone	+27 64 554 3244
Customer support and privacy email	unboundics@gmail.com
Store website	https://unbound-clarity.whop.site

Products

UNBOUND Clarity Systems supplies self-guided digital PDF books and companion workbooks for personal educational and reflective use. The exact files included in each purchase are stated on the relevant product page. No physical goods are supplied.

Delivery

Access is delivered electronically through Whop after successful payment. Buyers should use the email address connected to their purchase, follow the access instructions in their Whop account or receipt, download the files promptly, and retain a personal backup.

Payment and Transaction Records

Whop and its payment partners process payment. The buyer receives a receipt or order record through Whop and should retain it. The amount payable is displayed before payment is confirmed. Questions about product access, content, refunds, or the personal-use licence should be directed to UNBOUND Clarity Systems. Questions limited to an unrecognised charge, duplicate payment, or payment-processing error may also be directed to Whop support.

Support Requests

Email unboundics@gmail.com and include the order email address, Whop order or receipt number, product name, date of purchase, and a clear description of the issue. Do not send full payment-card information, passwords, identity documents, or unrelated sensitive information. We aim to acknowledge complete enquiries within two business days.

Refund and Privacy Requests

Refund requests are governed by the Refund Policy. Privacy requests and objections are governed by the Privacy Policy. Both policies are available through the links shown at checkout and on the store website.

Complaints

Please send complaints to unboundics@gmail.com with sufficient information to identify the order and explain the concern. We will attempt to resolve complaints in good faith. Consumers and data subjects retain the right to approach any court, tribunal, ombud, consumer authority, data-protection regulator, or other body available under applicable law.

Self Regulatory Bodies and Codes

UNBOUND Clarity Systems does not currently claim membership of a self-regulatory or accreditation body and does not claim adherence to a private industry code of conduct. Applicable South African law and any mandatory Whop platform terms continue to apply.

Reference Basis and Final Review Checklist

This final section supports legal and implementation review and should not be copied onto the public policy pages.

Primary Reference Basis

- Electronic Communications and Transactions Act 25 of 2002, including the online supplier information requirements and applicable cooling-off exceptions: <https://www.gov.za/documents/electronic-communications-and-transactions-act>
- Consumer Protection Act 68 of 2008: <https://www.gov.za/documents/consumer-protection-act>
- Information Regulator of South Africa guidance and complaint resources under POPIA: <https://infoeregulator.org.za/popia/> and <https://infoeregulator.org.za/complaints/>
- Whop Seller Terms, including seller responsibility for product descriptions, delivery, support, refunds, consumer compliance, and tax settings: <https://whop.com/seller-terms/>
- Whop Buyer Terms, including Whop's payment-processing role and seller responsibility for access, content, and refunds: <https://whop.com/buyer-terms/>
- Whop Privacy Policy, including platform collection, payment information, cookies, and sharing with sellers: <https://whop.com/privacy/>

Before Publication

- Obtain South African legal review of all four public policies and the seller's precise legal status.
- Confirm that 51 Bottelary Road is the correct public physical and legal-service address and that the dedicated telephone number remains active.
- Confirm the appropriate display of any postal code if legal counsel or the payment platform requires one.
- Confirm the exact product access period required by Whop and disclose it consistently on every product page and at checkout.
- Confirm that all prices, tax treatment, currency, and checkout totals match the current Whop configuration.
- Publish each policy at its matching route and test all four checkout links on desktop and mobile.
- Correct Whop's platform-generated checkout wording about shipping, delivery address, tax, free returns, and 24-hour customer service if it remains inaccurate.
- Run a controlled fulfilment test to confirm that each individual purchase and the complete bundle deliver exactly the promised PDF files.
- Keep a dated copy of every policy version and the product description that applied to each purchase.