

TERMS OF SERVICE (AUTHORITY MASTERY)

HX Media Limited (company no. 15359089),
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Contact: hxmediainfo@gmail.com.

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When you buy the **Authority Mastery programme**, you agree to the terms below. Please read them. They are written to be understood, not to bury anything.

In these terms, “we” / “HX Media” means HX Media Limited. “You” / “Client” means the business or person buying the programme.

This is a business-to-business service. We sell it to founders and operators in their commercial capacity. If you are buying as a private individual, see Section 4.

1. WHAT YOU ARE BUYING

A 6-month done-with-you content programme called Authority Mastery. It includes:

- 6 monthly strategy calls with Hasan Islam, founder of HX Media Limited (referred to as “Hasan” in these terms).
- Weekly strategy and accountability calls with Kevin (Head of Content)
- Async support in our Discord during business hours
- Strategy, roadmap, SOPs, workflows, on-camera coaching, and performance reviews

The programme runs for 6 calendar months from the day onboarding starts. There is no auto-renewal.

We deliver everything remotely (Zoom, Google Meet, Discord, or similar).

We may swap Kevin or any team member for someone with equivalent skill if needed.

2. PRICE AND PAYMENT

The full price is **USD \$13,000**.

You can pay in full at purchase, or on an instalment plan if we agree one in writing. Instalment plans are non-cancellable. If any instalment is more than 7 days late, the entire remaining balance becomes immediately due.

Payments are processed by Whop Inc. acting as the Merchant of Record. You are responsible for all applicable transaction fees, currency conversion costs, and any taxes or duties imposed by your jurisdiction.

Late payments may accrue statutory interest under the **Late Payment of Commercial Debts (Interest) Act 1998**. We may also pause your access to the programme until the balance is cleared.

Chargebacks against valid charges are a serious breach of these terms. If you file one in bad faith, we will pause access immediately, pursue the full balance, and recover our collection costs.

3. REFUNDS

You have 24 hours from purchase to request a full refund, provided onboarding has not started. After that, all fees are non-refundable.

Onboarding “has started” when any of the following has happened:

- Your onboarding call has taken place, been rescheduled, or been partly delivered
- We have sent you intake forms, briefings, or roadmap materials
- You have been given access to the Discord, Kevin, or any programme materials

We do not refund for: missed calls, slow execution, unused months, change of mind, change of circumstances, or dissatisfaction with results.

4. IF YOU ARE BUYING AS A CONSUMER

If you are buying as a private individual (not for a business), you have a 14-day right to cancel under the UK Consumer Contracts Regulations 2013.

By starting onboarding within those 14 days, you are expressly asking us to begin the service early, and you accept that you lose the cancellation right once the service is fully delivered (and may be charged for what we have delivered up to the point you cancel).

We will assume you are buying as a business unless you tell us otherwise in writing at the time of purchase.

5. WHAT WE EXPECT FROM YOU

To get value from the programme, you agree to:

- Show up to scheduled calls on time and prepared
- Give us reasonable access to the people, content, and accounts we need to advise properly
- Implement what we recommend, or have your team implement it
- Communicate professionally with Hasan, Kevin, and anyone else on our team
- Reply to our reasonable requests within 5 business days

We are not responsible for delays or weak results caused by you not doing the above.

6. CALLS, SCHEDULING, AND MISSED SESSIONS

Cancelling or rescheduling with less than 24 hours' notice may count as a missed session. Missed sessions do not roll over and are not refundable.

Discord async support is monitored Monday to Friday, UK business hours. Hasan aims to reply to substantive questions within 1 to 2 business days. Discord is not a replacement for the scheduled calls and is not guaranteed outside business hours.

7. RECORDINGS

We may record calls for note-taking, quality, and internal training. The recordings belong to us. You get a permanent licence to access and use the recordings of your own calls for your internal use. We will not share your recordings publicly without your written consent.

8. WHO OWNS WHAT

- Our materials (frameworks, templates, methodology, training content, prompts, scripts) stay ours. The programme does not transfer ownership of these to you.
- Your deliverables (the strategy, roadmap, SOPs, and workflows we build for you) are licensed to you for your business once you have paid in full. The licence is permanent, worldwide, royalty-free, and lets you use, modify, and adapt them inside your business and your team.
- Your content (your brand, your existing assets, your IP) stays yours. You give us a limited licence to use it only for delivering the programme.

You may not resell, sublicense, or share our materials or your deliverables with third parties. You may not use them to deliver competing coaching, consulting, or training services.

This matches what we say up front: at the end of the 6 months, you own and run the system, with no ongoing dependency on us.

9. CONFIDENTIALITY

Both sides agree to keep each other's non-public information confidential, and to use it only for the programme. This applies for 2 years after the programme ends. Standard exceptions apply (already public, already known, independently developed, or required by law).

10. TESTIMONIALS AND CASE STUDIES

By default, we may reference your first name, business name, and high-level outcomes in our marketing – including written testimonials, before-and-after metrics, and clips from calls – as long as no confidential information is exposed.

You can opt out at any time by emailing hxmediainfo@gmail.com. Opt-outs apply going forward and do not require us to remove materials already published.

11. NO GUARANTEES

We give you strategy, frameworks, coaching, and systems. We do not guarantee any specific outcome – revenue, follower count, audience growth, engagement, monetisation, or business performance. Results depend on your effort, execution, market, prior positioning, team, and content quality, all of which sit outside our control.

Examples and case studies discussed during the programme are illustrative only, not promises.

The programme is not legal, tax, financial, or investment advice. You are responsible for your own business decisions.

12. CONDUCT AND TERMINATION

Engage with us, our team, and other clients respectfully and in good faith.

We can end this agreement immediately, with no refund, if you:

- Harass, abuse, threaten, or discriminate against our team or other clients
- Materially breach these terms and do not fix it within 7 days of us flagging it in writing
- File a chargeback or payment dispute in bad faith
- Do anything illegal or anything reasonably likely to cause us serious reputational harm

Either side can end the agreement if the other becomes insolvent or enters liquidation. Once onboarding has started, the Client may not terminate this agreement for convenience. All fees remain due as agreed.

If the agreement ends, your licence to your deliverables continues only if you have paid in full.

13. LIABILITY

Nothing in these terms limits liability for: death or personal injury caused by negligence, fraud, or anything else that cannot legally be limited.

Beyond that:

- Neither side is liable for indirect, consequential, special, or punitive damages, or for loss of profits, revenue, business, goodwill, anticipated savings, or data.
 - Our total liability under these terms – whether in contract, negligence, or otherwise – is capped at the fees you have paid us in the 6 months before the event that caused the liability.
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14. THINGS OUTSIDE OUR CONTROL

Neither side is liable for delays or failures caused by events outside reasonable control: natural disasters, war, terrorism, civil unrest, government action, pandemic, internet or telecoms failure, or third-party platform outages. The affected side will tell the other promptly and try to resume as soon as possible.

15. YOUR DATA

We process your personal data under the UK GDPR and Data Protection Act 2018. Lawful basis: performance of this contract. We keep your data for the programme duration plus 6 years for tax and accounting, then delete or anonymise it. You have the standard rights: access, rectification, erasure, restriction, portability, and objection. Email hxmediainfo@gmail.com to make a request.

16. LAW AND JURISDICTION

These terms are governed by the laws of England and Wales. Disputes go to the courts of England and Wales. We may, however, bring proceedings in your local jurisdiction to recover unpaid fees.

17. THE REST

- **Notices.** Written notices go to hxmediainfo@gmail.com (us) or the email you used at purchase (you).
- **Whole agreement.** These terms, your order form or invoice, and any agreed payment plan are the complete agreement. They replace any earlier proposals or representations.
- **Updates.** We may update these terms over time. Updates apply to future purchases. The version in force when you bought governs your purchase.
- **No waiver.** If we don't enforce something straight away, that does not mean we have given up the right to enforce it later.
- **Severability.** If a clause is found invalid, the rest still applies.
- **Assignment.** You can't transfer your rights under these terms without our written consent. We can assign these terms to a successor or affiliate.
- **No third-party rights.** Only the parties to this agreement can enforce it (Contracts (Rights of Third Parties) Act 1999 excluded).
- **No partnership.** We are independent of each other. Nothing here creates a partnership, joint venture, agency, or employment relationship.

By buying Authority Mastery, you confirm you have read these terms and agree to them.