

Digital Education Programme Terms & Conditions

The True Grey Blend™
Kohair Education Ltd

1. Introduction

These terms and conditions ("Terms") apply to the provision of professional online education programmes and courses for hairdressers and salon professionals ("Services") by Kohair Education Ltd ("we", "us", "our").

By purchasing or accessing The True Grey Blend™, you ("you", "the Participant") confirm that you are acting in a business-to-business (B2B) capacity only, and you agree to be bound by these Terms upon electronic acceptance or payment of the applicable fee ("Fee"), unless otherwise agreed in writing.

For the purposes of these Terms, where you are a company, salon, partnership or other legal entity, "you" includes your directors, officers, employees, contractors and agents, and you agree to ensure their compliance with these Terms.

These Terms, together with our Privacy Notice and Website Terms, constitute the entire agreement between us and supersede all prior agreements, communications or understandings. In the event of any conflict, these Terms shall prevail.

2. The Services

Full details of The True Grey Blend™ and any associated programmes, materials or bonuses are provided on our website or official sales pages.

All Services are delivered online only. You are responsible for ensuring you have suitable internet access, hardware and software. We shall not be liable for any inability to access the Services due to technical issues on your side or with third-party platforms.

The Services are designed for professional education of hairdressers and salon professionals and are delivered to a general audience. Nothing provided constitutes personal, legal, medical or financial advice.

We will deliver the Services with reasonable care and skill in line with industry standards. While we aim to provide uninterrupted access, we do not guarantee continuous availability and shall not be liable for temporary interruptions caused by maintenance or third-party systems beyond our control.

3. Access, Accounts and Availability

You may be required to create an account to access the Services. You are responsible for maintaining the confidentiality of your login details and for all activity under your account.

Access to the Services is provided on an “as available” basis. We reserve the right to update, revise, improve or modify the content where reasonably necessary, provided the Services remain materially consistent with their original description.

4. Orders and Formation of Contract

A legally binding agreement is formed when:

- you place an order and submit payment via our website or payment provider; and
- we confirm acceptance by issuing a welcome or access email.

We reserve the right to refuse any order at our discretion. If an order is declined, any payments received will be refunded in full.

5. Your Obligations

By purchasing the Services, you confirm that:

- you are over 18;
 - you are legally capable of entering into a binding agreement;
- and
- you are purchasing strictly in a professional, B2B capacity.

Your access is personal and non-transferable. You must not share, sell, lend or provide access to any part of the Services to any third party.

You must not interfere with, attempt to bypass, or compromise the security or operation of our systems or platforms.

You agree to indemnify us against any losses, damages or claims arising from your breach of these Terms.

6. Fees, Payment and Refunds

Fees are as stated on the relevant sales page and are exclusive of VAT unless stated otherwise.

Payment is due in full at the time of purchase unless an instalment plan is agreed. Where instalments are offered, you remain liable for the full Fee.

All payments are non-refundable, except where we cancel the Services or where required by law.

You agree not to initiate any chargeback without first contacting us. Unauthorised chargebacks constitute a breach of these Terms and you agree to indemnify us for any resulting costs or fees.

7. Term and Termination

This agreement begins upon acceptance and continues for the duration of your access to the Services.

We may suspend or terminate your access immediately if you breach these Terms, including (but not limited to) misuse of content or infringement of intellectual property.

Upon termination:

- access to the Services will be revoked; and
- any outstanding payments become immediately due.

8. Intellectual Property and Use Restrictions

All materials provided as part of The True Grey Blend™, including but not limited to videos, frameworks, methodologies, systems, language, processes, documents, templates, graphics, recordings and written materials ("Content"), are the exclusive intellectual property of Kohair Education Ltd.

You are granted a limited, personal, non-exclusive, non-transferable, revocable licence to access and use the Content solely for your own professional development within your hairdressing business.

You expressly agree that you will NOT:

- copy, reproduce, distribute, sell or share any Content;
- use the Content to create or deliver education, training, courses, workshops, mentoring, coaching, programmes or academies, whether paid or free;
- teach, demonstrate, license or present the methods, systems or frameworks of The True Grey Blend™ as your own or as part of any third-party education;
- adapt or rebrand the Content for use in salon education, online education, group training, 1:1 education or consultancy;
- claim authorship of, or imply endorsement of, the Content or methodology.

Any unauthorised use of the Content for educational or commercial purposes constitutes a material breach of these Terms and may result in immediate termination of access and legal action.

Ownership of all intellectual property remains at all times with Kohair Education Ltd.

9. No Guarantee

We do not guarantee specific results, outcomes or financial success. Any examples or testimonials are illustrative only and do not represent guaranteed results.

Your success depends on factors outside our control, including your experience, implementation and business environment.

10. Liability

Our total liability shall be limited to the amount of Fees paid by you.

We are not liable for indirect or consequential losses, loss of profits, reputation or business opportunity.

Nothing in these Terms limits liability for death, personal injury or fraud caused by negligence.

11. Disputes and Governing Law

Any dispute shall first be referred to mediation. If unresolved, disputes shall be governed by and subject to the exclusive jurisdiction of the courts of England and Wales.

12. General

If any provision is found unenforceable, the remaining provisions shall continue in full force.

We may update these Terms from time to time. Continued access constitutes acceptance of any updates.

The Contracts (Rights of Third Parties) Act 1999 does not apply.

13. Contact

Kohair Education Ltd
Email Hello@kohair.co.uk