

## EPIC SHIFT – TERMS & CONDITIONS

### V1.0 – 01.07.2025

Cédric Neuffer | Epic Shift

Legal name: Epic Coaching C.Neuffer (sole proprietorship)

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#### 1. Framework

Epic Shift is a personal coaching activity operated by Cédric Neuffer (registered under the legal name **Epic Coaching C.Neuffer**), based in Switzerland.

All services are promoted under the commercial name **Epic Shift**.

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#### 2. Scope of Services

Epic Shift offers support for personal transformation: inner clarity, emotional realignment, and reconnection to self.

These services are not medical, therapeutic, or psychological in nature. The client remains fully responsible for their health.

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#### 3. Client Responsibility

The client agrees to:

- participate voluntarily and autonomously;
- communicate any limitations or personal needs;
- ensure they are fit to follow the coaching process;
- use the provided content and tools under their own responsibility.

Epic Shift reserves the right to refuse or terminate a session at any time, if the client's context or behavior does not allow for a safe and respectful process.

In such cases, the session may be suspended or ended without refund, in order to preserve the safety and integrity of the coaching process.

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#### 4. Limitation of Liability

Cédric Neuffer operates within the scope of his publicly stated competencies as a coach in personal transformation.

He does not replace any healthcare professional, and does not act as a medical, psychological, or therapeutic authority.

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## **5. No Guarantee of Results**

Epic Shift provides a high-quality coaching framework. No specific result can be guaranteed. Outcomes depend on the client's personal involvement.

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## **6. Confidentiality**

All exchanges between the client and Epic Shift are strictly confidential. No personal data or session content will be shared with third parties without prior consent.

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## **7. Digital Tools**

Epic Shift uses secure and reliable digital platforms (video conferencing, email, secure hosting).

The client accepts these tools and is encouraged to protect their own data accordingly.

In the event of technical failure, Epic Shift will offer one alternate time at no additional cost. No refunds will be given due to technical issues unless clearly caused by Epic Shift.

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## **8. International Scope**

The services are available to an international audience.

They do not fall under any medical or regulated practice in the relevant jurisdictions (Canada, United States, etc.).

Clients are responsible for ensuring compliance with their local legal context.

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## **9. Data Protection**

Client data (name, email address, order history, communication history) is used solely to deliver services and respond to client requests.

No data is sold or shared with third parties.

In accordance with applicable data protection laws (Switzerland, Canada, USA), clients may request access, correction, or deletion of their data by contacting:

**cedric.neuffer@epicshiftjourney.com**

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## **10. Amendments**

These Terms may be updated at any time. The applicable version is the one visible at the time of purchase on the [epicshiftjourney.com](https://epicshiftjourney.com) website.

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### **11. International Mediation**

In the event of a dispute with a client located outside of Switzerland, a remote mediation process will be proposed before initiating legal action.

This may take place via a recognized international dispute resolution platform or direct written communication.

The goal is to find a respectful, fair, and timely resolution.

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### **12. Governing Law**

Swiss law applies. The legal venue is established in Val de Bagnes (VS – Switzerland).