

Terms and Conditions

1. General Information

Welcome to the JMX Solutions website. By accessing or using this website, you agree to comply with these Terms and Conditions. If you do not agree, please refrain from using the site.

- **Business Name:** JMX Solutions (sole trader)
- **Business Address:** 110 Folkestone Road, Dover Gardens, SA 5048, Australia
- **Contact Details:** jacqui@jmxsolutions.au | Mobile: 0448784884
- **Jurisdiction:** These terms are governed by the laws of Australia.

2. Services Provided

JMX Solutions offers knowledge and skill-based services in conflict resolution, including:

- Complaint management services
- Mediation services
- Facilitation services

Delivery of services is available in person, virtually via Zoom or Teams, or over the phone for complaint management.

3. Payment Terms

- Pricing for services is tailored to the specific conflict or service chosen by the client.
- Example fee structures are available upon request but are subject to change and provided as guidance only.
- All payments must be made in accordance with the agreed terms provided during service discussions.

4. Refund and Cancellation Policy

Refunds and cancellations will be handled on a case-by-case basis, guided by industry standards. Specific terms will be provided when engaging JMX Solutions for services.

5. Website Usage

5.1 Acceptable Use Policy

Users must use the website responsibly and in accordance with the law. You agree not to:

- Misuse the website or its content.
- Engage in harmful activities that could damage the website or disrupt services.

5.2 Content Ownership

- The information on this website is general in nature and is not a substitute for tailored advice. Users should conduct their own research and seek independent advice when necessary.
- All intellectual property and content on this website, is owned by JMX Solutions.

5.3 User-Generated Content

If you provide feedback or reviews:

- Be polite and respectful in your communication.
- Firstly, provide constructive feedback directly to JMX Solutions at jacqui@jmxsolutions.au.

- JMX Solutions reserves the right to moderate or remove comments that are deemed inappropriate or unhelpful.

6. Privacy and Data

- Personal data is collected and used in accordance with the Privacy Policy.
- Cookies: This website may use cookies for functionality and performance.

7. Liability and Disclaimers

7.1 Limitation of Liability

JMX Solutions is not liable for any issues arising from the use of this website or services

7.2 Disclaimers

- JMX Solutions strives to achieve successful conflict resolution; however, outcomes depend on the willingness and engagement of the parties involved. Therefore, no guarantees are made regarding results.
- Website access and functionality are provided on an “as-is” basis. JMX Solutions does not guarantee uninterrupted access.

8. Complaints

- For complaints or disputes, please contact JMX Solutions directly at jacqui@jmxsolutions.au
- If dissatisfaction persists, you may escalate your complaint to www.resolution.institute

9. Other Important Points

9.1 Third-Party Links

This website may contain links to third-party sites. JMX Solutions is not responsible for the content or practices of these external websites.

9.2 Changes to Terms

JMX Solutions reserves the right to update these terms and conditions at any time. Changes will be posted on this page, and continued use of the website constitutes acceptance of the updated terms.

By using this website, you acknowledge that you have read, understood, and agree to these Terms and Conditions. If you have any questions, please contact JMX Solutions at jacqui@jmxsolutions.au