

We Guarantee Your Total Satisfaction

Our exclusive Satisfaction Guarantee makes it easy, convenient and safe for you to trust your business with The Executive Coaching University 24 hours a day, 7 days a week. We guarantee the finest quality, service and security available online today.



Our goal: *To earn your trust- now, and in the future.*

30-Day Money Back Guarantee

You must be 100% satisfied with your purchase. If not, we'll cheerfully replace it, exchange it, send you a refund or credit your account for unused merchandise within 30 days of purchase.

For training courses, just [let us know](#) within 30 days of your enrollment and we will gladly refund your money, no questions asked.

For merchandise that needs to be shipped back to us for return, we recommend using an insured or traceable method. Return the unused item to us within 30 days of purchase, and we will issue you a complete refund of the purchase price (less shipping and handling).

All products to be returned must be accompanied by a **Return Merchandise Authorization (RMA)** number. Please call us or [email](#) us so that we may provide you with this required information.

Note: Completed continuing education courses where a certificate has been issued cannot be returned.

Servant Minded

We are here to serve you, plain and simple. Our desire is to offer high quality courses and products to help you expand your skills and help others. It's [our mission](#).

Outstanding Customer Service

When you contact us, you will always be greeted by a knowledgeable, professional, friendly and cheerful team member who is located in our headquarters in Golden, Colorado. We do not outsource our customer service. Our offices are open from 9am-5pm MST during weekdays. Remember, you can still order on our website 24/7, [send us an email](#) or leave a message on our secure voicemail system at 1.800.251.1696. We'll promptly reply to your request as soon as possible.

Speedy and Reliable

Our orders are shipped promptly; either the same day or the next business day after your order is received. If, for any reason, your order must be delayed, we will contact you immediately. And with an extremely high accuracy rate, you can be sure you will receive exactly what you ordered.

Secure and Safe Ordering

Shop with confidence. We use state-of-the-art encryption technology to ensure the secure transmission of any personal information you provide while using our site. All transactions on our site are conducted using the very latest security technology.

Privacy

We appreciate the trust you place in The Executive Coaching University and we are committed to respecting your privacy and the security of your personal information. All personal information we collect (including name, address, telephone number, email address, transaction information and credit card information) are treated with the utmost privacy. Any and all information collected on our site is kept strictly confidential. We never sell, rent, trade or swap your personal information with any other company or individual for any reason except as required by law. Learn more about our privacy policies below.

The Executive Coaching University. LLC Privacy Notice

The Executive Coaching University knows that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. By visiting The Executive Coaching University, you are accepting the practices described in this Privacy Notice.

Questions regarding this statement should be directed by e-mail to Support@ExecutiveCoachingUniversity.com . You may also contact us at The Executive Coaching University @ 25918 Genesee Trail Road, #400, Golden, CO 80401

Information Collected

The Executive Coaching University, LLC is the sole owner of the information collected on www.ExecutiveCoachingUniversity.com and collects information from our users at several different points on our Web site.

Registration

In order to use this Web site, a user must first complete the registration form. During registration a user is required to give contact information (such as name and email address). We use this information to contact the user about services on our site for which he/she has expressed interest.

Order

We request information from the user on our order form. A user must provide contact information (such as name, email, and shipping address) and financial information (such as credit card number, expiration date). This information is used for billing purposes and to fill customer's orders. If we have trouble processing an order, the information is used to contact the user.

We receive and store any information you enter on our Web site or give us in any other way. You can choose not to provide certain information, but then you might not be able to take advantage of many of our features.

Uses of Information

We use the information that you provide for such purposes as responding to your requests, customizing future shopping for you, improving our stores, and communicating with you. **We will not share your information with any third parties.**

Automatic Information: We receive and store certain types of information whenever you interact with us. For example, like many Web sites, we use "cookies," and we obtain certain types of information when your Web browser accesses www.ExecutiveCoachingUniversity.com "cookies" serve the additional purpose of preventing our software from repeatedly sending the same banner ads to the same customers, and allows our software to customize newsletter and Web page content based on visitors' browser type.

E-mail Communications: To help us make e-mails more useful and interesting, we often receive a confirmation when you open e-mail from The Executive Coaching University, LLC if your computer supports such capabilities. We also compare our customer list to lists received from other companies, in an effort to avoid sending unnecessary messages to our customers. If you do not want to receive e-mail or other mail from us, please follow the opt-out instructions below.

We sometimes use an outside shipping company to ship orders, and a credit card processing company to bill users for goods and services. These companies do not retain, share, store or use personally identifiable information for any secondary purposes.

Security

We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.

We reveal only the last five digits of your credit card numbers when confirming an order. Of course, we transmit the entire credit card number to the appropriate credit card company during order processing. It is important for you to protect against unauthorized access to your password and to your computer. Be sure to sign off when finished using a shared computer.

Choice/Opt-Out

If you are a newsletter subscriber, you always have the option of no longer receiving them. At the bottom of each newsletter there is an opt-out option. Simply click on "Please click here to unsubscribe."

Correct/Update

Our customers can correct, access and update pertinent Personally Identifiable Information obtained through the site. Mechanisms include online, email, telephone, postal mail etc. This helps to assure that the information we collect is accurate and up to date. You can correct, access, and update your personal information by e-mailing Support@ExecutiveCoachingUniversity.com

Conditions of Use, Notices, and Revisions

If you choose to visit The Executive Coaching University, LLC, your visit and any dispute over privacy is subject to this Notice and our Conditions of Use, including limitations on damages, arbitration of disputes, and application of the law of the state of Colorado. Our business changes constantly. This Notice and the Conditions of Use will change also, and use of information that we gather now is subject to the Privacy Notice in effect at the time of use.

Notification of Changes

If our privacy policy and information practices change at some time in the future The Executive Coaching University, LLC will post the policy changes to the www.ExecutiveCoachingUniversity.com web site to notify you of these changes and provide you with the ability to opt out of these new uses.

Legal Disclaimer

Though we make every effort to preserve user privacy, we may need to disclose personal information when required by law wherein we have a good-faith belief that such action is necessary to comply with a current judicial proceeding, a court order or legal process served on our web site.

Contact Information

If users have any questions or suggestions regarding our privacy policy, please contact us at:

Phone 1-800-251-1696

Email: Support@ExecutiveCoachingUniversity.com

25918 Genesee Trail Road #400

Golden, CO 80401

Website: www.ExecutiveCoachingUniversity.com