

TERMS AND CONDITIONS

Effective Date: March 14, 2025

Welcome to www.redrockhr ltd.ca (the “Site”), owned and operated by **Red Rock HR Ltd.** (“Company,” “we,” “us,” or “our”). These **Terms and Conditions** (“Terms”) govern your access to and use of this Site, including any content, functionality, e-commerce services, and services offered through the Site.

By accessing or using this Site, you **acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.** If you **do not agree**, you must **not** use this Site.

1. INTELLECTUAL PROPERTY

All content on the Site, including but not limited to **text, images, logos, branding, digital products, downloadable files, and website design**, is the exclusive property of **Red Rock HR Ltd.** and protected under **Canadian intellectual property laws**.

You may **not** copy, distribute, modify, or exploit any Site content **without prior written permission** from Red Rock HR Ltd.

2. ACCEPTABLE USE

By using the Site, you agree **not** to:

- Harass, abuse, or mistreat other users;
- Violate **intellectual property rights** of Red Rock HR Ltd. or third parties;
- Hack or attempt unauthorized access to any part of the Site;
- Engage in **fraudulent, misleading, or unlawful activity**;
- Use the Site for any purpose that violates applicable Canadian laws.

Violation of these Terms may result in **immediate termination** of your access to the Site, along with **legal action where applicable**.

3. SALE OF DIGITAL PRODUCTS & SERVICES

Red Rock HR Ltd. offers **digital HR resources**, including but not limited to:

- HR guides, policies, procedures, templates, and handbooks;
- Employee documentation and forms;
- Online HR consulting services.

All digital product purchases are **final sale** and **non-refundable** (see Section 8).

Product Disclaimer:

While we strive for accuracy, **we do not guarantee** that all resources will be error-free or applicable to every business. You are responsible for **modifying and ensuring suitability** for your organization.

4. SUBSCRIPTIONS & AUTO-RENEWAL

Certain services on the Site may require a **subscription**.

- Your subscription will **automatically renew** unless you cancel before the next billing cycle.
 - To cancel, you must **follow the cancellation process** outlined in the original **Contractual Agreement** signed at the time of purchase.
 - **Refunds will not be issued** for unused subscription periods.
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5. PAYMENTS & TRANSACTIONS

We accept the following **payment methods**:

- ✓ **Credit Card**
- ✓ **PayPal**
- ✓ **Other payment options available through Wix**

By providing payment information, you **authorize us to charge your selected payment method** for the total purchase amount.

Fraud Prevention & Reversals:

- If we suspect fraudulent or illegal transactions, we **reserve the right to cancel** the order.
 - Chargebacks or unauthorized reversals may result in **account suspension** or legal action.
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6. CONSUMER PROTECTION LAW

Our Terms and Conditions comply with **Canadian Consumer Protection laws**, including the **Alberta Consumer Protection Act**. If there is any **conflict between these Terms and Canadian law**, the **mandatory provisions of the law** will apply.

7. LIMITATION OF LIABILITY

To the fullest extent **permitted by Canadian law**, Red Rock HR Ltd. **is not liable** for:

- Any **direct, indirect, incidental, or consequential damages** from the use of this Site;
- Loss of **profits, business opportunities, or data**;

- Errors, inaccuracies, or **outdated information** in HR materials;
- Decisions or actions taken based on Site content.

This limitation applies even if we were advised of potential damages.

8. NO REFUNDS & FINAL SALE POLICY

All purchases of **digital products** (including HR policies, templates, guides, and documentation) are **final sale**.

- **No refunds, exchanges, or cancellations** are provided once a purchase is made.
 - Digital products are delivered "**as is**" without warranties or guarantees of suitability.
 - You are **responsible for reviewing and modifying** materials to fit your organization's needs.
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9. INDEMNITY

By using this Site, you agree to **indemnify and hold harmless** Red Rock HR Ltd. from any **claims, losses, damages, liabilities, and legal expenses** arising from:

- Your use of the Site;
 - Your violation of these Terms;
 - Any misuse of **purchased HR materials**.
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10. PRIVACY & DATA PROTECTION

Red Rock HR Ltd. is committed to protecting your **privacy** in accordance with **Canada's Personal Information Protection and Electronic Documents Act (PIPEDA)**.

- We **do not** sell or share your personal data without consent.
 - Your payment information is processed securely through **trusted third-party payment providers**.
 - Our full **Privacy Policy** is available in the footer of our website.
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11. GOVERNING LAW & DISPUTES

These Terms are **governed by the laws of the Province of Alberta**, Canada.

- Any disputes shall be **resolved through arbitration** in Alberta, unless otherwise required by law.
 - If any provision of these Terms is found **invalid**, the remaining sections remain enforceable.
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12. CHANGES TO THESE TERMS

Red Rock HR Ltd. may update these Terms **at any time** to reflect legal changes or business operations.

- Changes take effect **immediately upon posting** on this page.
- We will notify users by **email or website notice** if significant updates occur.

It is your responsibility to review these Terms regularly.

13. CONTACT INFORMATION

If you have questions or concerns, you can contact us at:

📞 **Phone:** (403) 502-1228

✉️ **Email:** redrock@redrockhr.ca

📍 **Mailing Address:** P.O. Box 663, Medicine Hat PO Main, AB T1A-7G6

ACKNOWLEDGEMENT & AGREEMENT

By using this Site, you confirm that you **have read, understood, and agreed to these Terms and Conditions.**

Effective Date: 14th day of March, 2025