

# Product Guarantees and Disclaimers

This policy outlines the general guarantees and limitations of the products and services provided by Sandy Vaile, founder of Fearless Prose (the “Organisation”, “Our” and/or “We”), which compliment individual Service Agreements that may be provided with specific products or services.

## 1. Courses and Workshops

### 1.1. Relevance

This section applies to all courses and workshops delivered online or face-to-face.

### 1.2. Guarantee

We aim to give aspiring authors the tools and mindset to make their stories and themselves competitive in the commercial fiction marketplace. We don't just offer information, but a *partnership*, so you know you're not alone in this sometimes scary and exciting journey.

To do this, We expect participants to complete all of the course requirements, including consuming lessons and associated material, completing activities and assignments, and being open to constructive feedback. If you do these things and still don't feel that you have a better understanding of the course topic, then I will gladly refund your money.

### 1.3. Disclaimer

Sandy do not guarantee any specific outcome, e.g. publication, directly or indirectly attributed to Our products or services.

## 2. Developmental Editing Service

### 2.1 Relevance

This section applies to developmental editing feedback provided for query letters, synopses and manuscripts.

### 2.2 Guarantee

We aim to give aspiring authors the tools and mindset to make their stories and themselves competitive in the commercial fiction marketplace. You can be sure a real person with traditional publishing experience will read your work to highlight its strengths and opportunities for improvement, while preserving your personal ‘voice’.

Refunds will only be provided if you cancel the editing service in writing *before* We have commenced the work on it, which will occur at least two weeks before the agreed due date.

### 2.3 Disclaimer

The feedback provided is one person's professional opinion and may differ from the opinions of other industry professionals. Feedback is a suggestion of one possible way to improve the work and not factual advice.

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