

Terms and Conditions

Reclaiming Your Voice: From Survival to Self-Trust — Workbook Purchase Impactful Counseling Services, PLLC

Last updated: July 2026

Please read these Terms and Conditions ("Terms") carefully before purchasing. By completing your purchase, you agree to be bound by these Terms. If you do not agree, please do not complete your purchase.

1. Acceptance of Terms

By purchasing, downloading, or using *Reclaiming Your Voice: From Survival to Self-Trust* (the "Workbook"), you confirm that you have read, understood, and agree to these Terms.

2. Eligibility

You must be **at least 18 years of age** to purchase or use this Workbook. By completing checkout, you confirm that you meet this age requirement. This product is not intended for, marketed to, or knowingly sold to minors.

3. Product Description

The Workbook is a digital, self-guided educational resource consisting of reflective prompts, exercises, and worksheets related to self-doubt and self-trust. It is delivered as a fillable PDF via instant digital download or email delivery following purchase.

4. Not Therapy or Medical Advice

The Workbook is an educational and self-reflective tool. It is **not** therapy, counseling, psychotherapy, medical care, diagnosis, or treatment. Purchasing or using the Workbook does **not** create a therapist-client, counselor-client, or other clinical or professional relationship between you and Lynette G. Collins, LCPC, LPC, LMHC, or Impactful Counseling Services, PLLC ("we," "us," "our").

This content is not a substitute for individualized care from a licensed mental health professional, physician, or other qualified provider. If you are experiencing a mental health concern, crisis, or symptoms that concern you, please consult a licensed professional directly.

If you are in crisis or having thoughts of harming yourself or others, contact 988 (Suicide & Crisis Lifeline), call 911, or go to your nearest emergency room. The Workbook is not designed for, and should not be used in, a crisis situation.

5. Voluntary Use & Assumption of Responsibility

Use of the Workbook is entirely voluntary. By purchasing, you acknowledge that:

- Self-reflection exercises may surface difficult memories, emotions, or realizations.
- You are responsible for pacing yourself, stopping at any time, and seeking additional support from a therapist, physician, or trusted person if needed.
- Any decisions, actions, or changes you make as a result of using the Workbook are your own responsibility.

6. Payment & Pricing

All prices are listed in U.S. dollars and are due in full at the time of purchase. We reserve the right to change pricing at any time; changes will not affect purchases already completed.

7. Delivery

Upon successful payment, you will receive access to the Workbook via instant digital download and/or email delivery. It is your responsibility to provide an accurate email address at checkout.

8. Refund Policy

All sales are final and non-refundable.

9. Intellectual Property & License

The Workbook, including all text, prompts, worksheets, and design elements, is the original copyrighted work of Lynette G. Collins and Impactful Counseling Services, PLLC. Upon purchase, you are granted a **personal, non-transferable, non-exclusive license** to use the Workbook for your own individual, non-commercial purposes only.

You may **not**:

- Copy, reproduce, distribute, resell, rent, lease, or share the Workbook or its contents, in whole or in part
- Post the Workbook or any of its contents publicly or on file-sharing platforms

- Use the Workbook for any commercial purpose, including in a professional practice, without prior written permission

10. No Guarantee of Results

Personal growth, healing, and self-trust develop differently for every individual. We make no promises, guarantees, or warranties — express or implied — regarding specific outcomes, results, emotional experiences, or benefits from using the Workbook.

11. Disclaimer of Warranties

The Workbook is provided "**as is**" and "**as available**," without warranties of any kind, whether express, implied, or statutory, including but not limited to implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

12. Limitation of Liability

To the fullest extent permitted by law, Lynette G. Collins and Impactful Counseling Services, PLLC (including its owners, employees, and contractors) shall not be liable for any direct, indirect, incidental, consequential, special, or punitive damages arising out of or related to your purchase, access to, or use of the Workbook — including, without limitation, any emotional distress, loss of data, loss of income, or personal or relational outcomes — even if advised of the possibility of such damages.

In no event shall our total liability to you for any claim arising from these Terms or the Workbook exceed the amount you paid for the Workbook.

13. Indemnification

By purchasing or using the Workbook, you agree to indemnify and hold harmless Lynette G. Collins and Impactful Counseling Services, PLLC from any claims, damages, losses, or expenses (including reasonable attorney's fees) arising out of your use or misuse of the Workbook or violation of these Terms.

14. Third-Party Payment Processing

Payments are processed through a third-party payment processor [insert processor name, e.g., Stripe, PayPal]. We do not store your full payment card information. Your use of the payment processor is subject to that provider's own terms and privacy policy.

15. Changes to These Terms

We reserve the right to update or modify these Terms at any time. Continued use of the Workbook following any changes constitutes acceptance of the revised Terms. The "Last updated" date above reflects the most recent revision.

16. Governing Law

This Workbook is offered for sale to customers throughout the United States. Regardless of the state or jurisdiction from which you access, purchase, or use the Workbook, these Terms shall be governed by and construed in accordance with the laws of the **State of Illinois**, without regard to its conflict-of-law principles.

By purchasing the Workbook, you agree that any dispute, claim, or controversy arising out of or relating to these Terms or your use of the Workbook shall be subject to the exclusive jurisdiction of the state and federal courts located in Illinois, and you consent to personal jurisdiction and venue in those courts.

If you are a consumer residing in a state that provides mandatory consumer protections which cannot be waived by contract, nothing in this section is intended to override those protections; this section governs to the fullest extent permitted by applicable law.

17. Severability

If any provision of these Terms is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary, and the remaining provisions shall remain in full force and effect.

18. Entire Agreement

These Terms, together with our Privacy Policy and Disclaimer, constitute the entire agreement between you and Impactful Counseling Services, PLLC regarding your purchase and use of the Workbook, and supersede any prior agreements or understandings.

19. Contact Us

Questions about these Terms can be directed to:

Impactful Counseling Services, PLLC www.ImpactfulCounselingServices.com;
info@impactfulcounselingservices.com

By clicking "Purchase" or "Complete Order," you acknowledge that you have read, understood, and agree to these Terms and Conditions.