

Rooted™ Functional Medicine Certification

Terms & Conditions

Last Updated: August 18, 2025

Company: Kerri Rachelle LLC (“**Company**,” “**we**,” “**our**”)

Program: Rooted™ Functional Medicine Certification (“**Program**”)

By purchasing, enrolling in, or accessing the Program, you (“**Participant**,” “**you**”) agree to these Terms & Conditions.

1) Eligibility & Enrollment

- **Open Enrollment.** No application is required to purchase and begin the Program.
- **Optional Eligibility Review.** If you want formal verification of your background (e.g., for employer reimbursement), you may submit an optional application.
- **Intended Audience.** The Program is designed for health professionals; **Registered Dietitians (RD/RDN) preferred** but not required. You must be **18+**.

2) Program Access & Format

- **Access.** Self-paced audio trainings, downloadable resources, and community/mentorship features as described on the sales page and Program packet.
- **“Lifetime” Access.** “Lifetime” means for the life of the Program as offered by the Company on its current platform(s). We may update, migrate, or retire the Program with **reasonable notice (e.g., 90 days)**.
- **Mentorship Calls.** Weekly group calls are scheduled and may be recorded; times may change with notice.

3) Certificate of Completion

- A certificate of completion is issued to Participants who finish required modules/assessments per the Program dashboard.

- **No CE credits** are conferred unless explicitly stated in writing.
- Completion does **not** grant licensure, board certification, or any legal scope-of-practice expansion.

4) Educational Disclaimer (Not Medical Advice)

- The Program is for **education only**. It does **not** provide medical advice, diagnosis, or treatment, and does not create a patient-provider relationship with the Company or its instructors.
- You are solely responsible for practicing within your **licensed scope**, obtaining supervision where needed, and complying with all applicable laws and regulations (insurance billing, lab ordering, documentation, etc.).
- Any case discussions must be **fully de-identified**; do not share protected health information.

5) Payment Terms

- **Tuition & Plans.** Tuition and payment plan options are listed on the checkout page. By choosing a plan, you authorize **recurring automatic charges** to your payment method until paid in full.
- **Missed/Failed Payments.** If a payment fails, we may suspend access until payment is cured; we may attempt retries and assess late/processing fees permitted by law. You remain responsible for the full balance.
- **Third-Party Financing.** If you use a financing partner, your financing agreement governs those payments; your access may be suspended for nonpayment.

6) Refund Policy & 12-Week Guarantee

We stand behind the Program and offer a limited 12-week performance guarantee with strict eligibility requirements.

- **Window to Request.** If, after the first **12 weeks**, you do not feel more confident in practice, you may request a **full refund within 5 days of Week 12**.
- **How to Submit.** Submit your request through the support channel listed on your dashboard; include your full name, purchase email, and a brief note explaining your experience.
- **Eligibility Requirements (all must be met):**
To qualify, you must have attended all mentorship calls with a submitted question, completed all training modules fully through Week 12, submitted every assignment and reflection on time with active participation in discussions.

- **Proof.** We may require reasonable documentation (e.g., attendance records, assignment timestamps, screenshots of questions submitted).
- **Exclusions.** No refunds outside this policy; no partial refunds for payment plans; no refunds for failure to participate, scheduling conflicts, or change of mind.
- **Processing.** Approved refunds are returned to the original payment method. You must discontinue use of Program materials upon refund.

7) Rescheduling, Changes & Availability

- We may update modules, schedules, instructors, or features to improve the Program.
- Live calls may be rescheduled for holidays, instructor availability, or force majeure. Recordings may be provided at our discretion.

8) Intellectual Property & License to Use Materials

- **Our IP.** All Program content (trainings, frameworks, templates, videos, text, images, trademarks) is owned by the Company and protected by law.
- **Your License.** We grant you a **non-exclusive, non-transferable license** to use the clinician tools and **patient-facing handouts in your own practice with your clients/patients.**
- **Restrictions.** You may **not** resell, redistribute, upload, gift, or sublicense materials to other practitioners; may not publish materials in another course; may not remove copyright or brand marks; may not create competing programs using our content.
- **Community Content.** Do not copy or distribute other Participants' content without permission.

9) Community Standards & Conduct

- Be professional, respectful, and constructive. No harassment, spam, solicitation, or sharing of others' confidential information.
- We may remove or suspend any Participant for conduct violations without refund (except as required by law).

10) Recordings, Testimonials & Publicity

- **Recording Consent.** You consent to the recording of live mentorship sessions for educational replay to Participants. You may keep your camera/mic off and use text chat if preferred.
- **Testimonials.** If you voluntarily submit a testimonial, you grant us permission to use it (with your name and credentials as provided) in marketing. You can revoke future use by written notice; this won't affect materials already printed/posted.

11) Support Boundaries

- **Clinical questions** are handled during weekly mentorship calls or in the community forum; we do not provide 1:1 clinical consultations via email.
- **Account/billing issues** should be submitted via the support channel listed in your dashboard (or contact form). Response times may vary.

12) Privacy

- We collect and process personal information to deliver the Program and comply with law. See our **Privacy Policy** for details.
- Do not upload or share protected health information (PHI) about real patients.

13) Technology Requirements

- You are responsible for having a compatible device, internet access, and updated software. We are not responsible for outages beyond our control.

14) Prohibited Uses

- No unlawful activity, infringement, scraping, reverse engineering, or attempts to bypass access controls.
- No sharing of logins; access is **single-user** only.

15) Pricing & Future Changes

- We may change pricing for future cohorts or offerings at any time; **price changes do not affect completed purchases.**

16) Disclaimers; Limitation of Liability

- The Program is provided “as is” and “as available,” without warranties of any kind.
- To the maximum extent permitted by law, the Company is **not liable** for indirect, incidental, special, consequential, or punitive damages; our total liability will not exceed the amount you paid for the Program.

17) Indemnification

You agree to indemnify and hold harmless the Company, its officers, instructors, and affiliates from claims arising out of your use of the Program, your practice decisions, your breach of these Terms, or your violation of law.

18) Force Majeure

We are not responsible for delays or failures caused by events beyond our reasonable control (e.g., acts of God, outages, strikes, pandemics, governmental actions).

19) Termination

We may suspend or terminate access for violations of these Terms or unlawful activity. You may lose access if payment obligations are not met.

20) Governing Law; Dispute Resolution

- These Terms are governed by the laws of the **State of Virginia**, without regard to conflict of laws.
- **Venue:** state or federal courts located in **Palmyra, Virginia**.
- Before filing suit, the parties will attempt in good faith to resolve disputes through informal negotiations for at least **60 days**.

21) Updates to Terms

We may update these Terms from time to time. Continued access after changes constitutes acceptance. We will post the “Last Updated” date and, where material, provide notice.

22) Entire Agreement; Severability

These Terms (plus our Privacy Policy and any checkout-page terms) are the entire agreement between you and the Company. If any provision is unenforceable, the remainder remains in effect.

Contact

For account or billing issues, please email hello@rootedcertification.com