

TERMS OF SERVICE

One Shift Mastery, LLC

Effective Date: April 8, 2026 | Last Updated: July 1, 2026

These Terms of Service ("Terms") govern your access to and use of the website oneshiftmastery.com and all programs, events, and services offered by One Shift Mastery, LLC ("Company," "we," "us," "our"), operated by Vernessa Henderson. By accessing our website, registering for any program, or using any of our services, you agree to be bound by these Terms. If you do not agree, please do not use our services.

SECTION 1 — ABOUT OUR SERVICES

One Shift Mastery, LLC provides transformational coaching, leadership development, live masterclasses, online programs, and related educational content for individuals, leaders, and professionals. Our services include but are not limited to:

- The 5-Day Momentum Masterclass (free)
- One Shift Mastery coaching programs (paid)
- Paid live and in-person classes, workshops, and events
- Online courses and digital resources
- Private community access via Facebook and WhatsApp
- Live and recorded educational content delivered via Zoom and YouTube

SECTION 2 — ELIGIBILITY

You must be at least 18 years of age to register for or participate in any of our programs or services. By registering, you represent and warrant that you meet this requirement. We reserve the right to refuse service to anyone for any reason at our sole discretion.

SECTION 3 — REGISTRATION AND ACCOUNT

When you register for our Masterclass or any program, you agree to:

- Provide accurate, current, and complete information including your full name, email address, and phone number
- Maintain the accuracy of your information throughout your participation
- Take responsibility for all activity that occurs under your registration
- Notify us immediately of any unauthorized use of your registration information

By submitting our registration form, you acknowledge that you have read, understood, and agree to these Terms and our Privacy Policy. You further consent to receive communications from us as specified during the registration process and in accordance with your consent preferences.

SECTION 4 — FREE MASTERCLASS TERMS

The 5-Day Momentum Masterclass is offered at no cost. By registering, you agree to the following:

Attendance

While attendance at all 5 live sessions is strongly encouraged, it is not mandatory. Replays will be made available for 7 days following each live session. After 7 days, replay access will be removed.

Replay Access

Replay videos are provided as time-limited unlisted links. You may not share, distribute, download, screen record, republish, or monetize replay content in any form without express written permission from One Shift Mastery, LLC. Unauthorized distribution of replay content may result in immediate removal from current and future programs and potential legal action.

Zoom and Platform Use

Live sessions are conducted via Zoom. By participating, you agree to comply with Zoom's Terms of Service. Sessions may be simultaneously streamed to YouTube as an unlisted broadcast for replay purposes. Your participation in any live session constitutes consent to being present in a recorded environment. This recording consent applies to all programs and events offered by One Shift Mastery, LLC.

In-Person Event Recording and Photography

By attending any in-person event hosted by One Shift Mastery, LLC, you acknowledge and consent that the event may be photographed, audio recorded, or video recorded for educational, promotional, and marketing purposes. If you do not wish to be photographed or recorded, notify us in writing prior to the event at info@vernessahenderson.com. See Section 12 for how marketing use of your likeness is governed.

Community Participation

By joining our private Facebook group and WhatsApp community, you agree to engage respectfully and constructively with all members. We reserve the right to remove any participant who engages in disruptive, harmful, offensive, or disrespectful behavior without notice or refund.

Promotional Content

During the Masterclass, we may present information about paid coaching programs and other opportunities. Participation in any paid offer is entirely voluntary and separate from your free Masterclass registration.

SECTION 5 — INTELLECTUAL PROPERTY

All content provided through our website, Masterclass, programs, emails, communities, and any other channel is the exclusive intellectual property of One Shift Mastery, LLC and Vernessa Henderson, protected by applicable United States and international copyright, trademark, and intellectual property laws.

You are granted a limited, non-exclusive, non-transferable license to use our content for your own personal development. This license does not permit you to:

- Copy, reproduce, or duplicate any content in whole or in part
- Distribute, share, sell, or sublicense any content to third parties
- Use our content to create derivative works, training materials, or competing programs
- Remove any copyright, trademark, or proprietary notices from our materials
- Use our name, likeness, brand, or content for commercial purposes without express written consent

Any unauthorized use of our intellectual property will be considered a material breach of these Terms and may result in legal action.

SECTION 6 — DISCLAIMER OF WARRANTIES

Our services, content, and programs are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. One Shift Mastery, LLC does not warrant that:

- Our services will meet your specific expectations or requirements
- Results experienced by other participants will be typical or guaranteed for you
- Our website or platforms will be uninterrupted, error-free, or free of technical issues
- Any specific outcome, transformation, or result will be achieved through participation in our programs

Results Disclaimer

Testimonials and participant results represent individual experiences and are not a guarantee of results. Your results will depend on your individual effort, commitment, background, circumstances, and application of the material. Our content is not a substitute for professional medical, psychological, financial, or legal advice.

FTC Disclosure

Any testimonials or endorsements used in our marketing reflect the genuine experiences of individual participants. Results are not typical and may vary significantly. One Shift Mastery, LLC does not guarantee that any participant will achieve the same or similar results as those described in any testimonial.

SECTION 7 — LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, including Wyoming Statute § 17-29-110, One Shift Mastery, LLC, its owner, employees, contractors, affiliates, and agents shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from or related to:

- Your participation in any of our programs or events
- Your use of or inability to use our website or services
- Any decisions made based on our content, coaching, or recommendations
- Unauthorized access to or alteration of your data or transmissions
- Technical failures, interruptions, or errors on our platforms or third-party platforms we use

In no event shall our total liability to you exceed the total amount you paid to One Shift Mastery, LLC in the 90 days preceding the specific claim. For free programs such as the 5-Day Momentum Masterclass, our total liability shall not exceed \$100.00.

Force Majeure

One Shift Mastery, LLC shall not be liable for any failure or delay in performance due to causes beyond our reasonable control, including acts of God, internet or platform outages, illness, pandemic, government restrictions, power failures, natural disasters, or other force majeure events.

SECTION 8 — REFUND AND CANCELLATION POLICY

Free Programs

The 5-Day Momentum Masterclass is provided at no cost. There is nothing to refund. Replay access will be available for 7 days following each live session.

Paid Programs and Coaching Services

No Refund Policy. Due to the nature of our coaching and educational programs, which provide immediate access to proprietary frameworks, materials, and personal coaching, all sales are considered final. No refunds will be issued once payment has been received and access to program materials or coaching sessions has been granted.

Definition of Access Granted. Access is considered granted upon the earliest of the following: delivery of login credentials, a welcome email, workbook materials, a Zoom session link, or any other program resource. Once access is granted in any form, the no-refund policy is in effect regardless of your subsequent level of participation.

30-Day Money-Back Guarantee — Diamond Shift Mastery. Notwithstanding the foregoing, participants who enroll in the Diamond Shift Mastery 6-Month Group Accelerator program may request a full refund within 30 days of their enrollment date by submitting a written request to info@vernessahenderson.com. The request must be received within 30 calendar days of the date the welcome email was delivered. After 30 days, all payments are final and non-refundable. This guarantee applies to Diamond Shift Mastery enrollments only and does not extend to any other program, event, or service offered by One Shift Mastery, LLC.

No Refund for Unachieved Results. Refunds will not be issued on the basis that expected results or transformations were not achieved. Individual results are not guaranteed, as outlined in Section 6.

Paid Live Events, Classes, and Workshops

Registration for a paid live or in-person event, class, or workshop is nonrefundable. Once you have completed registration and payment, no refund will be issued, including in the event of non-attendance or cancellation by you. Event registrations are transferable at the sole discretion of One Shift Mastery, LLC.

Payment Plans

If you have enrolled in a payment plan, you are contractually obligated to complete all scheduled payments regardless of your continued participation in the program. Failure to complete scheduled payments may result in suspension of access, referral to a collections agency, and/or legal action to recover outstanding balances.

Exceptions

Refund requests will only be considered in the following circumstances:

- A session or program was cancelled by One Shift Mastery, LLC and not rescheduled
- A documented technical failure on our end prevented your access to a program you paid for

All refund requests must be submitted in writing to info@vernessahenderson.com within 5 business days of the qualifying event.

Chargebacks and Payment Disputes

You agree to contact us in writing and allow 5 business days for resolution before initiating any chargeback, payment dispute, or third-party claim. If you initiate a chargeback without first following this process, we reserve the right to dispute the chargeback, provide evidence of service delivery, and permanently revoke your access to all current and future programs.

SECTION 9 — COMMUNITY CONDUCT

By participating in any One Shift Mastery community space, including our private Facebook group, WhatsApp community, Zoom sessions, and any other platform, you agree to the following conduct standards:

You Agree To:

- Engage with respect, kindness, and integrity toward all participants and facilitators
- Maintain the confidentiality of other participants' personal sharing within community spaces
- Take personal responsibility for your own experience and results
- Honor the intellectual property of One Shift Mastery, LLC by not sharing or distributing community content without permission

You Agree Not To:

- Harass, demean, or disrespect any participant or facilitator

- Promote your own products, services, or business opportunities within our community spaces without express permission
- Share, sell, or distribute any content, recordings, or materials from our programs
- Engage in spam, solicitation, or any behavior that disrupts the community experience

We reserve the right to remove any participant from our community spaces and programs at any time and without notice for violation of these conduct standards. No refunds will be issued in the event of removal.

SECTION 10 — GOVERNING LAW AND DISPUTE RESOLUTION

Governing Law

These Terms of Service shall be governed by and construed in accordance with the laws of the State of Wyoming, United States of America, without regard to its conflict of law provisions.

Pre-Arbitration Notice Requirement

Before initiating arbitration, the party asserting a dispute must provide written notice to the other party. The parties agree to engage in good-faith negotiation for a period of 30 days before formal arbitration proceedings may commence.

Binding Arbitration

Any dispute that cannot be resolved through good-faith negotiation shall be resolved exclusively through binding arbitration administered by the American Arbitration Association (AAA) under its then-current Commercial Arbitration Rules. Arbitration shall take place in Sheridan County, Wyoming, and may be conducted remotely via video conference. The arbitrator's decision shall be final and binding.

Small Claims Exception

Either party may bring an individual claim in small claims court if the claim qualifies under the applicable jurisdictional requirements and is brought in the party's individual capacity only.

Attorney's Fees

In any dispute arising from or related to these Terms, the prevailing party shall be entitled to recover reasonable attorney's fees and costs from the non-prevailing party.

Jurisdiction

By using our services, you consent to the personal jurisdiction of the state and federal courts located in Sheridan County, Wyoming for any matters not subject to arbitration.

Severability

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

Class Action Waiver

YOU EXPRESSLY WAIVE ANY RIGHT TO BRING OR PARTICIPATE IN A CLASS ACTION, COLLECTIVE ACTION, OR REPRESENTATIVE PROCEEDING AGAINST ONE SHIFT MASTERY, LLC, ITS OWNER, EMPLOYEES, CONTRACTORS, OR AFFILIATES. ALL DISPUTES MUST BE BROUGHT IN THE PARTIES' INDIVIDUAL CAPACITY ONLY. THIS WAIVER IS A MATERIAL TERM OF THESE TERMS OF SERVICE.

SECTION 11 — INDEMNIFICATION

You agree to indemnify, defend, and hold harmless One Shift Mastery, LLC, its owner, employees, contractors, affiliates, and agents from and against any and all claims, demands, damages, losses, liabilities, costs, and expenses (including reasonable attorney's fees and court costs) arising from or related to:

- Your use of or participation in our services, programs, or events
- Your violation of these Terms or any applicable law or regulation
- Any content, information, or material you submit or provide to us
- Any claims by third parties arising from your conduct in connection with our services

This indemnification obligation will survive the termination of these Terms and your use of our services.

SECTION 12 — TESTIMONIALS AND MARKETING USE CONSENT

By voluntarily sharing your results, feedback, success story, photograph, video recording, written review, or testimonial with One Shift Mastery, LLC, you grant One Shift Mastery, LLC a non-exclusive, royalty-free, perpetual, worldwide license to use your name, likeness, image, voice, and story for marketing, promotional, and educational purposes across all media channels.

You represent that any testimonial or result you share is truthful and reflects your genuine experience. You may revoke this consent at any time by submitting a written request to info@vernessahenderson.com. Revocation applies to future use only and does not require removal of content already published.

SECTION 13 — EARLY TERMINATION

Termination by Participant

You may withdraw from any program at any time by providing written notice to info@vernessahenderson.com. Withdrawal does not relieve you of any outstanding payment obligations under a payment plan, and no refund will be issued except as provided in Section 8.

Termination by One Shift Mastery, LLC

We reserve the right to terminate your access to any program at our sole discretion in the event of:

- A material breach of these Terms
- Conduct that is harmful, disruptive, or threatening to other participants or the program community

- Circumstances that make continuation of the coaching relationship untenable in our reasonable judgment

In the event of termination by One Shift Mastery, LLC for reasons other than a conduct or Terms violation, we will evaluate whether any prorated credit or alternative accommodation is appropriate on a case-by-case basis.

SECTION 14 — ENTIRE AGREEMENT

These Terms of Service, together with our Privacy Policy and any applicable program enrollment agreement, constitute the entire agreement between you and One Shift Mastery, LLC with respect to your use of our services. These Terms supersede all prior or contemporaneous representations, discussions, negotiations, agreements, or understandings, whether written or oral. No modification of these Terms is valid unless made in writing and signed by an authorized representative of One Shift Mastery, LLC.

SECTION 15 — WAIVER

Failure by One Shift Mastery, LLC to enforce any provision of these Terms at any time shall not be construed as a waiver of our right to enforce that provision or any other provision at any future time. No waiver of any provision is effective unless made in writing by an authorized representative of One Shift Mastery, LLC.

SECTION 16 — CHANGES TO THESE TERMS

We reserve the right to update, modify, or replace these Terms of Service at any time at our sole discretion. Changes will be posted on this page with an updated effective date. Your continued use of our website or services after any changes are posted constitutes your acceptance of the updated Terms. We will make reasonable efforts to notify registered participants of material changes via email when appropriate.

SECTION 17 — CONTACT INFORMATION

If you have questions, concerns, or requests regarding these Terms of Service, please contact us:

Company:	One Shift Mastery, LLC
Attention:	Vernessa Henderson
Email:	info@vernessahenderson.com
Website:	oneshiftmastery.com
Mailing Address:	30 N Gould Street, Suite R, Sheridan, WY 82801

We aim to respond to all inquiries within 2 business days.

ACKNOWLEDGMENT

By registering for any program or using any service provided by One Shift Mastery, LLC, you acknowledge that you have read these Terms of Service in their entirety, understand them, and agree to be bound by all of their provisions.

© 2026 One Shift Mastery, LLC. All rights reserved.