**Loren Weisman**
Brand Communications and Optics Strategist
Orlando, Florida · Working worldwide

# Conditions of Supply

> Effective August 20, 2026. Last updated August 20, 2026. The version posted on LorenWeisman.com at the time of an order is the version that applies to that order.

## Conditions of Supply

This page sets the terms for anything supplied directly by Loren Weisman Brand Communications and Optics Strategist: how it is delivered, what can be returned, and how billing works. Very little is supplied directly. Books and most published works are sold by their publishers and retailers under those sellers' own terms.

Where a signed services agreement covers an engagement, that agreement controls and this page fills the gaps.

## 1. What Is Supplied Directly

Consultations, strategy sessions, reviews, and meetings, held by video call, by phone, or in person.

Speaking engagements and the material prepared for them.

Written deliverables and documentation produced for an engagement.

Occasional physical items, such as printed documentation or drives holding project files.

## 2. Delivery of Sessions and Services

Sessions are confirmed when they are scheduled.

Access details or location information are sent by email within one business day of booking.

Written deliverables are sent on the schedule set in the agreement for that engagement.

## 3. Delivery of Physical Items

Physical items ship within three to five business days of confirmation.

Tracking is sent by email when the item is dispatched.

Delivery dates given by a carrier are estimates and are not guaranteed.

Where a carrier delay or other disruption affects a shipment, you will be told.

## 4. Returns and Refunds

Damaged or defective items. Report within seven days of delivery, by email, with the order details and photographs. Where the claim is approved, return shipping is covered and a replacement or refund is arranged.

Incorrect items. Report within seven days of delivery. A replacement is sent and the original shipping is refunded.

Return process. Prepaid return labels are provided for approved returns. Items must be packaged securely so they are not damaged on the way back.

## 5. What Cannot Be Returned

Digital downloads, once access has been delivered.

Drives or media that have been opened or used.

Personalized or custom produced materials.

Consultations and sessions that have already taken place.

Where a refund is required by law, that requirement is honored regardless of the above.

## 6. Cancellations and Rescheduling

Cancellation and rescheduling terms for a booked session or a speaking engagement are set in the agreement for that engagement. Where no agreement sets them, contact us as early as you can and it will be worked out.

## 7. Pricing, Payment, and Tax

Prices are shown in U.S. dollars.


Loren Weisman · Brand Communications and Optics Strategist
Orlando, Florida · LorenWeisman.com · speaking@lorenweisman.com · +1-850-391-8053

Where sales tax applies, it is calculated and shown before the transaction is completed.

Payment is processed by a third party payment processor. Full payment card numbers are not received or stored here.

An order may be declined or cancelled, or a pricing or description error corrected, before fulfillment. Where an order already paid for is cancelled, the amount paid for it is refunded.

## 8. Accessibility

This website targets conformance with the Web Content Accessibility Guidelines (WCAG) 2.2 at Level AA. Where you need something supplied here in a different format, ask and it will be arranged. The detail is on the Accessibility Statement page.

## 9. Privacy

Information provided in the course of an order or an engagement is handled as set out in the Privacy Policy.

## 10. Support

Email: speaking@lorenweisman.com

Phone: +1-850-391-8053, Monday through Friday, 9 AM to 5 PM Eastern Time

## 11. Changes

These conditions may be updated. The date at the top of this page shows when the most recent change was made. The version posted at the time of your order applies to that order.

## Governing Law

This policy is governed by and construed in accordance with the laws of the State of Florida, without regard to its conflict of law provisions. You and we agree to the sole jurisdiction of the state courts located in Orange County, Florida, and the United States District Court for the Middle District of Florida, Orlando Division, for any dispute arising out of or relating to this policy, except where applicable law gives a consumer the right to bring a claim in their place of residence.

## Contact

Loren Weisman, Brand Communications and Optics Strategist, Orlando, Florida, United States of America

Email: speaking@lorenweisman.com

Contact page: lorenweisman.com/contacting-me

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