

Privacy Policy

This Privacy Policy governs the manner in which New Frontier Consulting collects, uses, maintains, and discloses information collected from users (each, a "User") of our website <http://newfrontierconsult.com> ("Site") and our digital products and services ("Services"). This Privacy Policy applies to the Site and all products and services offered by New Frontier Consulting.

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our Site, register on the Site, place an order, subscribe to our newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site and Services. Users may be asked for, as appropriate, name, email address, mailing address, phone number, credit card information, and other relevant information. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site-related activities and using our Services.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site and Services. Non-personal identification information may include the browser name, the type of computer, and technical information about Users' means of connection to our Site, such as the operating system, the Internet service providers utilized, and other similar information.

Web browser cookies

Our Site and Services may use "cookies" to enhance User experience. Users' web browsers place cookies on their hard drives for record-keeping purposes and sometimes to track information about them. Users may choose to set their web browser to refuse cookies or to alert them when cookies are being sent. If they do so, note that some parts of the Site and Services may not function properly.

How we use collected information

New Frontier Consulting may collect and use Users' personal identification information for the following purposes:

- To improve customer service: Information you provide helps us respond to your customer service requests and support needs more efficiently.
- To personalize user experience: We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site and Services.
- To process payments: We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- To send periodic emails: We may use the email address to send Users information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If Users decide to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

How we protect your information

We adopt appropriate data collection, storage, processing practices, and security measures to protect against unauthorized access, alteration, disclosure, or destruction of your personal information, username, password, transaction information, and data stored on our Site and Services.

Sharing your personal information

We do not sell, trade, or rent Users' personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates, and advertisers for the purpose of improving your experience.

Return Policy

We want you to be completely satisfied with your purchase from New Frontier Consulting. If for any reason you are not satisfied, you may return your purchase within 7 days from the date of delivery for a full credit. Please note that the following conditions must be met in order to qualify for a return:

- The product must be in new condition, in its original packaging, with all manuals, warranty cards, and accessories.
- The product must be returned with a copy of the original receipt or packing slip.
- The product must not have been used, modified, or damaged in any way.
- To initiate a return, please contact our customer service team at mahlon@newfrontierconsult.com with your order number, name, and reason for the return. Our team will provide you with a return authorization number and further instructions on how to return the product.

Once we receive the returned product and verify that it meets the above conditions, we will issue a credit to your original method of payment for the full purchase price of the product, including any applicable taxes. Please note that shipping and handling charges are non-refundable.

If you have any questions or concerns regarding our return policy, please contact our customer service team at mahlon@newfrontierconsult.com.

Return Policy for Digital Products

We want you to be completely satisfied with your purchase from New Frontier Consulting. If for any reason you are not satisfied with a digital product purchased from us, you may request a return within 7 days from the date of purchase for a full credit. Please note that the following conditions must be met in order to qualify for a return:

- You must not have downloaded or accessed the digital product.
- You must provide proof of purchase, such as an order confirmation or receipt.
- The digital product must not have been modified or damaged in any way.
- To initiate a return, please contact our customer service team at mahlon@newfrontierconsult.com with your order number, name, and reason for the return. Our team will verify your eligibility for a return and provide further instructions on how to return the digital product.

Once we confirm that the digital product has not been downloaded or accessed and meets the above conditions, we will issue a credit to your original method of payment for the full purchase price of the digital product, including any applicable taxes.

Please note that if you have already downloaded or accessed the digital product, we are unable to offer a return or refund.

If you have any questions or concerns regarding our return policy for digital products, please contact our customer service team at mahlon@newfrontierconsult.com.