

Beauty Concierge — Terms & Conditions

Last updated: July 29, 2026

These Terms & Conditions ("Terms") govern your use of the website beauty-concierge.ca (the "Site"), operated by SBG & CO, doing business as Beauty Concierge Global ("we," "us," "our"), based in Ontario, Canada. By using the Site, purchasing digital products, or booking a consultation, you agree to these Terms.

1. Services and Products

Beauty Concierge provides:

- **Digital products** — downloadable practitioner workbooks and resources ("Digital Products")
- **Consultations** — paid business strategy sessions ("Consultations")
- **Skincare facilitation** — Beauty Concierge curates access to professional skincare lines, including Oxygen Biological™ and Bio Oxygenics™, for licensed providers. Beauty Concierge does not sell or process payment for skincare products directly; payments for these product lines are made directly to Oxygen Research Development Inc. Beauty Concierge is not a party to, and holds no liability for, that transaction.

2. Digital Products

- All Digital Products are delivered electronically immediately upon payment.
- **All sales are final. No refunds** are provided once a Digital Product has been purchased and access granted, given the instant, non-returnable nature of digital delivery.
- Digital Products are for personal/professional use by the purchaser only. They cannot be resold, redistributed, claimed as the purchaser's own work, or shared without written permission from Beauty Concierge.

3. Consultations

- Consultations are booked and paid for in advance at a rate of \$200 CAD per session, unless otherwise stated.
- **Rescheduling:** Clients may reschedule with a minimum of 48 hours' notice before the scheduled appointment time.
- **No-shows:** Clients who fail to attend a scheduled Consultation without providing 48 hours' notice forfeit the appointment and any fee paid. No refund or rescheduling will be offered for no-shows.
- **Late arrival:** If a client arrives late to a scheduled Consultation, the session will still end at its originally scheduled time. The session length is not extended to accommodate late arrival.
- Consultations provide guidance and recommendations based on information provided by the client; outcomes are not guaranteed.

4. Skincare Facilitation

- Access to professional skincare lines referenced on the Site — including Oxygen Biological™ and Bio Oxygenics™ — is limited to licensed spa and skin professionals.
- These products are manufactured and sold by **Oxygen Research Development Inc.** ("the Manufacturer"). Beauty Concierge may assist in coordinating or compiling orders; however, all payment (made directly to the Manufacturer), fulfillment, product liability, and customer service related to the physical product is the sole responsibility of the Manufacturer.
- Beauty Concierge makes no warranties regarding the products of the Manufacturer or any other third-party cosmetic company.

5. Payments

- Payments for Digital Products and Consultations are processed securely through Stripe. Beauty Concierge does not store your full payment card details.
- Prices listed for Digital Products and Consultations do not include HST. HST will be applied in addition to the listed price at checkout, where applicable.

6. Intellectual Property

All content on the Site — including text, graphics, workbooks, and branding — is the property of Beauty Concierge unless otherwise noted, and may not be copied or reproduced without permission.

7. Limitation of Liability

To the fullest extent permitted by law, Beauty Concierge is not liable for any indirect, incidental, or consequential damages arising from use of the Site, Digital Products, Consultations, or third-party skincare transactions facilitated through the Site.

8. Governing Law

These Terms are governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein.

9. Contact

Questions about these Terms can be sent to info@beauty-concierge.ca.