

JADE I'LLUZIONI AWAKEN



SLA SERVICE-LEVEL AGREEMENT (SLA)



Jaded I'lluzions SERVICE-LEVEL AGREEMENT (SLA)



(Effective Upon Digital Acceptance)



1. Spiritual Intent & Mutual Understanding

JADED I'LLUZIONI is founded on principles of unity consciousness, service to others, ethical collaboration, and respect for individual sovereignty. This agreement is not intended to limit spiritual expression, personal modalities, or the free sharing of universal wisdom, which belongs to no single individual.

Rather, this agreement serves as a container for clarity, integrity, and mutual respect as we collaborate within a shared platform that operates in both spiritual and physical realms. While our mission is rooted in higher consciousness, we acknowledge that we currently function within a material world that requires clear communication, ethical boundaries, and responsible stewardship.

This agreement exists to protect:

- the JADED I'LLUZIONI brand, platform, and creative assets
- non-public operational and business information
- the energetic and professional integrity of the collective



It does not claim ownership over spiritual wisdom, healing modalities, personal teachings, or a practitioner's independent work.

By entering this agreement, all parties affirm their commitment to transparency, accountability, and collaboration; allowing the mission to remain heart-centered, sustainable, and in service to humanity.

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2. Introduction

This Service-Level Agreement ("Agreement" or "SLA") establishes the service standards, responsibilities, and expectations between:

Jaded Illuzions ("Platform"), and All individuals and entities who use the platform ("Users," "Healers," "Sellers," "Buyers").

Participation on the platform is subject to alignment with the Healer/Practitioner and Creator/Seller Alignment Statement presented during onboarding.

3. Purpose

The purpose of this SLA is to:

- Ensure reliable platform performance
- Outline service commitments for healers and sellers
- Clarify rights of buyers and seekers
- Establish dispute resolution procedures
- Maintain alignment with global regulatory requirements



4. Platform Responsibilities

» 4.1 Platform Availability

- Annual system uptime target: **99.5%**
- Scheduled maintenance notices: **minimum 12 hours' notice**

» 4.2 Security

- End-to-end encrypted payment processing
- Global data protection compliance (GDPR, CCPA, Australia Privacy Act)
- Routine audits & infrastructure updates

» 4.3 Customer Support

- Standard inquiries: **24–48 hours**
- Urgent booking issues: **12–24 hours**
- Technical failures: prioritized response



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» 4.4 Dispute Handling

- Review period: **3–7 business days**
- Resolution aim: **10–15 business days**



5. Healer / Facilitator Responsibilities

Healers agree to:

1. Represent their identity, qualifications, and modalities accurately
2. Provide timely and ethical healing services
3. Avoid medical, miracle, or guaranteed-outcome claims
4. Maintain confidentiality of all session and user information
5. Respond to seeker inquiries within 48 hours
6. Attend scheduled sessions punctually
7. Comply with spiritual/ethical communication rules set by the platform



» 5.1 Session Cancellation

- 24-hour notice required (unless emergency)
- Repeated violations may result in account review or suspension

Confidentiality refers to protecting client identity, personal information, and session details from unauthorized disclosure. This clause does not prohibit practitioners from sharing session recordings, excerpts, or testimonials with explicit, written client consent, nor does it restrict practitioners' ownership of their session content.

6. Seller Responsibilities (eCommerce Marketplace)

Sellers agree to:

- Provide accurate descriptions, shipping timelines, and pricing
- Ensure digital products are original and legally owned
- Ship orders within **2–5 business days** (unless otherwise stated)
- Handle refund or replacement requests within **72 hours**
- Avoid prohibited items, unsafe spiritual tools, or deceptive claims

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7. Buyer / Seeker Responsibilities

Buyers agree to:

- Provide accurate billing, account, and delivery information to JADED I'LLUZIONS and its authorized payment and delivery systems
- Use purchased digital content ethically and legally
- Not redistribute or resell paid digital materials, recordings, or written works purchased through the platform without permission from the creator
- Attend booked sessions or cancel within permitted time frames

8. Refund Policies

» 8.1 Healing Sessions

- Subject to healer's cancellation terms
- Refunds issued for platform errors or unfulfilled sessions

» 8.2 Digital Products

- Non-refundable unless defective

» 8.3 Physical Products

- Return window: **7–14 days** (varies by seller)
- Must be unused and in original condition

9. Code of Conduct

All users must refrain from:

- Harassment, abuse, or inappropriate behavior
- Misrepresentation of identity, certifications, or intentions
- Sharing confidential session or personal information
- Attempting to reverse engineer or undermine the platform

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10. Prohibited Activities

This includes, but is not limited to:

- Offering illegal services
- Medical claims without licenses
- Sale of items that are illegal, regulated, unsafe, fraudulent, or prohibited by applicable law, payment processors, or platform policies
- Fraudulent bookings or chargebacks



11. Termination of Access

Jaded I'lluzions may suspend or terminate accounts for:

- Repeated SLA violations
- Abuse or fraud
- Confidentiality breaches
- Non-compliance with legal or ethical standards

12. Compliance with Laws

This SLA complies with:

- **U.S. commercial & digital marketplace laws**
- **FTC Marketing & Advertising Guidelines**
- **Australian Consumer Law (ACL)**
- **Australian Privacy Act 1988**
- GDPR for EU users

Users agree to abide by the relevant local laws in their jurisdiction



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13. Dispute Resolution



In the event of a dispute:

1. Parties must first attempt Support channels refer to JADED I'LLUZIONS' designated email, help desk, or platform-based communication system for dispute assistance.
2. If unresolved, mediation may be required
3. Jurisdiction shall be:
 - Virginia, USA, or
 - New South Wales / Victoria (Australia) for Australian consumer matters

14. Amendments

Jaded I'lluzions may amend this SLA with **14 days' notice**, and continued use serves as acceptance.

15. Final Affirmation



JADED I'LLUZIONS exists as a bridge between worlds, honoring both higher consciousness and grounded responsibility. Clear agreements allow this bridge to stand.

16. Acceptance

By registering on the platform, the User acknowledges acceptance of this SLA.

This agreement is entered into voluntarily, with discernment, and in alignment with each party's highest integrity.

Client

LaChele Edmonds

Jaded I'lluzions

JADEDED I'LLUZIONI A W A K E N

GET
IN TOUCH



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