

Website Terms & Conditions

Introduction

Hello!

This website, australianplantsforhealing.com.au, is owned and operated by Natasha Berta, ABN 50324648730.

If you have any questions or need further information, please contact:

Natasha Berta

natashaberta@me.com

This document sets out the Terms and Conditions you need to be aware of when using this website and purchasing my services and products.

Please take a moment to read them, as they set out your important rights and obligations, and I care about making sure we both know where we stand. When you visit this website, use my services or purchase my products you agree that you are over the age of 18 and willing to be bound by these Terms and Conditions. If you don't accept this agreement, you should not continue to visit this website or purchase from me.

All products and services advertised on this website are offered in compliance with Australian Consumer Law.

General Disclaimer

On this website you will find blog posts and articles. This information is provided solely for the purpose education and personal development.

MY RIGHTS & RESPONSIBILITIES

I take lots of care to provide valuable information but I cannot be responsible for the use that you make of that information.

Please be aware that the generalised information I provide on Australian Plants, plant medicine and healing is never a substitute for specialist advice tailored to your individual and unique health circumstances.

Natasha Berta Australian Plants for Healing

Website Terms & Conditions

There is no professional relationship formed between us unless you explicitly choose to work with me by purchasing my services or products.

Any testimonials and promised results I may display on this website are based on my experience and those of my previous clients. They are not guarantees that anyone else will achieve the same results.

I may modify this information provided on this website at any time, including altering or deleting it without notice.

VISITOR RESPONSIBILITIES

It is your responsibility to make independent enquiries before deciding that any information provided on this website applies to your circumstances.

I recommend that you seek health, mental health or other professional advice before acting on the information I provide, to ensure your own health and personal success.

DOWNLOADS

There are some pdfs and spreadsheets available for download on this website. While all care has been taken to maintain this website, updated and free of bugs and viruses, I am not responsible for viruses or any other damage which might occur as a result of downloading material from this site.

EXTERNAL LINKS

There are links to other websites on this website. I do try to only share links to websites that I 100% believe in, however if you go to one of the external links displayed here, I am not responsible for the content of any external sites that may be linked.

THIRD PARTY ADVERTISEMENTS

There are some links to other businesses on this website. Some are affiliate links and some are links to other online tools that I believe in. However, I am not responsible for the content of any other businesses that are displayed and I have no part in or responsibility for any transaction entered into between the you and the advertiser.

Specific Disclaimer

This disclaimer relates to Australian Bush Flower Essences.

Australian Plants for Healing provides Australian Bush Flower Essences and Light Frequency Essences either in a single essence or as a customised blend as developed through a consultative process. My intention for providing this product is to support healing, personal growth and evolution through use of the Australian Bush Flower essences.

Natasha Berta Australian Plants for Healing

Website Terms & Conditions

MY RESPONSIBILITY

I am currently a student of the Australian Bush Flower Essence practitioner training with <https://ausflowers.com.au/>. I have thoroughly read both prescribed books as part of the training as well as newsletters and website information regarding the safety and use of these essences.

YOUR RESPONSIBILITY

To care care of your own safety you must take the following precautions:

- (i) Consult with your doctor if you are taking prescribed medication if you feel unsure about taking an essence
- (ii) Thoroughly and honestly complete the client onboarding form, describing any health conditions and medications you are currently experiencing/taking.
- (iii) Ask exhaustive questions of Natasha until you feel certain and positive about taking an essence.

PROBLEMS

The creator of Australian Bush Flower Essences, Ian White, asserts:

“The Bush Essences are a system of healing that anyone can use for themselves or prescribe for others.” (<https://ausflowers.com.au/About-ABFE/>, 23.7.2021)

However, problems may arise if the client is not honest and transparent with Natasha during a consultation process. If you acquire an essence based on self diagnosis and use Australian Plants for Healing as a dispensary, no responsibility sits with Natasha around the choice of essence, although she may double check with you about your certainty of choice.

SUITABILITY

Australian Bush Flower Essences are for all people who wish to access the wisdom of their Higher Self. Australian Bush Flower Essences meet the great need for remedies that help people address the issues of the 21st century - sexuality, communication skills and spirituality to name but a few. They are suitable for adults and children alike and have no side effects. They can be used to clarify one's life but also the courage, strength and commitment to follow and pursue one's goals and dreams. They help to develop a higher level of intuition, self esteem, spirituality, creativity and fun.

This disclaimer relates to Australian Bush Flower Essences Consultations

Australian Plants for Healing provides Australian Bush Flower Essence consultations at the level of Student.

Natasha Berta Australian Plants for Healing

Website Terms & Conditions

MY RESPONSIBILITY

I am currently a student of the Australian Bush Flower Essence practitioner training with <https://ausflowers.com.au/>. I have thoroughly read both prescribed books as part of the training as well as newsletters and website information regarding the safety and use of these essences.

I take responsibility to manage my wellbeing and spiritual alignment so that I can deliver a consultation to support you to connect with an essence that supports your growth at this time. I will ensure that I feel satisfied with the information you provide me and have your approval before I recommend an essence for you.

YOUR RESPONSIBILITY

To care care of your own safety you must take the following precautions:

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SUITABILITY

Consultations suit those who have not extensively studied the essences themselves.

Australian Bush Flower Essences are for all people who wish to access the wisdom of their Higher Self. Australian Bush Flower Essences meet the great need for remedies that help people address the issues of the 21st century - sexuality, communication skills and spirituality to name but a few. They are suitable for adults and children alike and have no side effects. They can be used to clarify one's life but also the courage, strength and commitment to follow and pursue one's goals and dreams. They help to develop a higher level of intuition, self esteem, spirituality, creativity and fun.

This disclaimer relates to Anima Mundi Products

Australian Plants for Healing is a retailer of Anima Mundi products. My intention for offering these products is to give people in Australia access to high quality herbal supplements to improve their wellbeing and happiness.

MY RESPONSIBILITY

I have studied Adriana Ayales course through the Shift Network “Indigenous Rainforest Plants for Healing. I have thoroughly read Adriana’s book Adaptogens and stay up to date with product reviews and newsletters from Anima Mundi.

I am not a qualified herbalist and do not prescribe any specific product for you.

YOUR RESPONSIBILITY

To care care of your own safety you must take the following precautions:

- (i) Consult with your doctor if you are taking prescribed medication if you feel unsure about taking any herbal supplement
- (ii) Thoroughly read information about specific products on this site and the Anima Mundi International site (<https://animamundiherbals.com/>) if you are pregnant or have health concerns.

PROBLEMS

Certain herbal supplements are not a healthy combination with certain prescribed medicines eg. Mucuna is not compatible with people taking Parkinson’s disease prescription medication.

From the Anima Mundi site (<https://animamundiherbals.com/pages/faqs>):

We always recommend consulting with your healthcare practitioner about the use of herbal medicine while on prescription medication for serious conditions. While some herbal medicine is deemed safe, some can cause contraindications as everybody is different. Generally, our products are safe if the recommended dosage on our labels is followed accordingly but feel free to reach out and ask us.

Regarding Pregnancy:

We always recommend consulting with your healthcare practitioner about the use of herbs during pregnancy and breastfeeding. Some products that are great ally’s during this time are Reishi, our Adaptogenic Immortality powder, Moringa, Turmeric, Mangosteen Hibiscus- if you have questions on specific products you are interested in please feel free to email us!

Natasha Berta Australian Plants for Healing

Website Terms & Conditions

SUITABILITY

Anima Mundi Herbal Supplements are for people who wish to enhance their healthy lifestyle with the natural power of plant medicine and herbal supplements.

Intellectual Property

There is no part of this website that is copyright or trademarked. While none of the content and services are copyright or trademarked I wonder why you would want to use my content as your own? If you choose to do so, you may like to link back to this site, or perhaps we can have a chat and collaborate on a course or masterclass together.

I hope that you find joy and delight in your unique talents and gifts and choose to share them with the world.

Payment Terms

FORMS OF PAYMENT

I gladly accept PayPal & credit card payment which are processed through PayPal using WooCommerce plugin for Wordpress.

PAYMENT PLANS

I am happy to discuss payment plans if you require that. Please do get in touch with me if you require a payment plan.

SECURITY POLICY

I accept online payments. I use PayPal. This website has an SSL certificate which encrypts (scrambles and codes) your details for security protection. I use the third-party provider PayPal. I do not keep a record of your credit card details.

Shipping and Delivery

Postage within Australia

Parcels are sent out within 2-4 business days after order is placed. Your order will be marked "Completed" once it is sent.

Australian Plants for Healing may send your parcel in re-used packaging for the love of the planet.

Natasha Berta Australian Plants for Healing

Website Terms & Conditions

All large parcels are posted using either:

An Australia Post prepaid satchel

or

Re-use packaging with postage calculated using Australia Post's online process

Some smaller parcels are sent:

In a large pre-paid envelope

Flat rate postage of \$12 is charged and if your postage cost is significantly less, I may send you a coupon to redeem extra postage costs on a future purchase.

International Postage

Australian Plants for Healing posts within Australia only. If you require products delivered outside Australia, please contact me via the Contact Form before you order so I can determine whether or not I can deliver to you and create a custom postage cost for you.

Alternatively, I recommend purchasing directly from [Anima Mundi](#) or [Australian Bush Flower Essences](#).

DELIVERY

Generally, I deliver services to my clients via Zoom calls and email liaising.

I do sometimes see local clients face to face in my home office. You will be given details of the home office address before our meeting.

Zoom for 1-1 meetings including website meetings

We will meet in a Zoom meeting room.

This can be accessed on your computer or smartphone. Laptop or desktop is recommended.

You can access it directly via a link that I will provide before our meeting. I usually pop it in a calendar invite (Google Calendar) and email it to you directly.

If you are not familiar with Zoom, I suggest you watch this video on how to join the meeting.

YouTube vid: https://www.youtube.com/watch?v=vFhAEoCF7jg&mc_cid=86c54cd98b&mc_eid=7c65cdd3f1

If you have any questions in the meantime please get in touch with me at:
natashaberta@me.com

I will generally create the Zoom meeting that we can attend.

Natasha Berta Australian Plants for Healing

Website Terms & Conditions

If there is a no-show by you, the client, I will consider a reschedule depending on the circumstances.

If I have a problem and can't be there I will create a new time for us to meet.

If you have specific website pages, social media presence or other digital assets you'd like me to view prior to the meeting, please email them over to me for review.

Please ensure you have correct log ins handy for any online tools we will need during the meeting such as websites, email software and social media.

I will be all yours for the time we are together and most things can be resolved in the actual call.

LiveWebinar for course calls and group program calls

I use a software called LiveWebinar for group mentoring calls and course calls. This is a lot like Zoom except that you don't need to download anything ahead of time. You will simply click a link in a Facebook group, email or message and be directed to the LiveWebinar meeting room.

LiveWebinar is similar to Zoom but a little different. I acknowledge that it may feel clunky at first. Remember when you weren't familiar with Zoom? And how challenging that could be at times?

I expect you may have similar feelings when learning and using LiveWebinar at first.

If we cannot connect using LiveWebinar I may be able to find a Zoom workaround for you.

Returns Policy

Anima Mundi Products

ORDER FULFILMENT POLICY

If any essence is no longer available due to it being out of stock, discontinued or if I cannot fulfil your order in a reasonable time I will refund you in full.

If you receive damaged, faulty or incorrect products, I am happy to replace the goods at no extra charge.

CHANGE OF MIND

I do not offer a refund for change of mind so I encourage clients to choose carefully.

Australian Bush Flower Essence

ORDER FULFILMENT POLICY

If any essence is no longer available due to it being out of stock, discontinued or if I cannot fulfil your order in a reasonable time I will refund you in full.

Natasha Berta Australian Plants for Healing

Website Terms & Conditions

CHANGE OF MIND

I do not offer a refund for change of mind so I encourage clients to choose carefully. I am willing to meet with you to discuss your concerns and negotiate a win/win solution. A meeting can be arranged via my scheduling tool, and would take place via Zoom. We will you meet for a maximum of 30 minutes. This is available for up to 14 days after purchase.

Online Course

ORDER FULFILMENT POLICY

My courses do not have a maximum number of participants. I anticipate you will be able to purchase one if you desire. If I am unavailable to deliver live calls associated with a particular course due to sudden, unforeseen illness, accident or family responsibilities I will refund you in full.

CHANGE OF MIND

I do not offer a refund for change of mind so I encourage clients to choose carefully.

For services, I am willing to meet with the you to discuss your concerns and negotiate a win/win solution. A meeting can be arranged via my scheduling tool, and would take place via Zoom. We will you meet for a maximum of 30 minutes. This is available for up to 7 days after purchase.

Group Program

ORDER FULFILMENT POLICY

The only reason I can imagine not being able to fulfil on a group program is due to sudden, unforeseen illness, accident or family responsibilities in which case I will refund you in full.

CHANGE OF MIND

I do not offer a refund for change of mind so I encourage clients to choose carefully. I am willing to meet with you to discuss your concerns and negotiate a win/win solution. A meeting can be arranged via my scheduling tool, and would take place via Zoom. We will you meet for a maximum of 30 minutes. This is available for up to 14 days after the date of the first live call.

Consumer Guarantees

MINOR PROBLEM

A minor problem with my product or service is one that can be easily fixed. I would love to fulfil my obligation to repair the product or fix the situation free of charge within a reasonable time. You can simply contact me at natashaberta@me.com with details of the fault and I will do everything in my power to remedy the issue.

Minor problems may include and are not limited to:

Natasha Berta Australian Plants for Healing

Website Terms & Conditions

A faulty dropper in an essence

A product that contains items other than those expressed on the package

A PDF that refuses to open

A link that expires while your internet is down

A course platform you can't access

A link to a video that doesn't work

A password protected website page you can't access

The internet cutting out half- way through a call

I am ill and unable to attend a scheduled meeting

You are ill and unable to attend a scheduled meeting

Note, if an illness continues for a considerable time, this could become a major problem.

Please simply contact me immediately if you feel there are minor problems with my products and services so I can set things right as soon as possible. Some things I can do include replacement and refund. I am also happy to chat with you to find a win win situation for us both. This would be a 30 minute (maximum) Zoom meeting up to 40 days after purchase.

MAJOR PROBLEM

A major problem is one that would have prevented you from purchasing if you had known about it in advance, where a product or service is unfit for its stated purpose and cannot easily be fixed within a reasonable time, is significantly different from the sample or description, is unsafe or creates an unsafe situation or where you have told me you want to achieve a certain result and the product or service fails to achieve that result or cannot achieve it within a reasonable time.

When a product or service has a major problem, you are entitled to choose what happens next. You can choose to:

- cancel the contract and demand a refund;
- seek compensation for the difference between the price paid and the services actually provided;
- demand a replacement product.

Replacement products will be identical to the original product.

Natasha Berta Australian Plants for Healing

Website Terms & Conditions

Refunds will exactly match the amount paid and be provided in the same form (eg via Paypal, direct deposit, cash etc).

A reasonable time frame can be determined for a service based on the nature of what is being provided and the time during which a client would be expected to become aware of a major problem.

If you find that you have a major problem with my product or service and demand a refund you can contact me via email with details of the problem.

I will take up to 7 days to consider your request. I will notify you of my preference for resolution.

If we do not agree we would attempt a face to face meeting. You can find a time for that meeting via my online scheduling tool on the website. That meeting would be a maximum of 30 minutes on Zoom where we could attempt to find a win-win arrangement to suit us. If that is not achievable I would progress to find suitable mediation as per the Dispute Resolution information below.

RESPECTFUL COMMUNICATION

You are allowed to submit comments on blogs on this website. You are also welcome to participate in group discussions in the private Facebook group. Please ensure you are kind and respectful in your communications on both of these online spaces. I reserve the right to delete unacceptable comments because they are rude, offensive or for any other reason.

Jurisdiction & Dispute Resolution

JURISDICTION

Connected Marketing AU is located in New South Wales. This agreement is subject to the governing law of New South Wales

NEGOTIATION

If you have any issue or complaint arising out of your use of this website or these terms and conditions, you and Connected Marketing AU agree to make a genuine effort to resolve the dispute through negotiation and discussion.

MEDIATION

If we are unable to resolve a dispute by negotiation and discussion within 14 days, the parties must proceed to mediation with the assistance of an accredited mediator who is independent of the parties. The mediator is to be appointed by agreement of the parties or, failing agreement within twenty-one (21) days of the first notification of the dispute, by a person appointed by the Chair of Resolution Institute, (ACN 008 651 232, Level 2, 13-15 Bridge Street, Sydney NSW 2000; telephone: 02 9251 3366, email: infoaus@resolution.institute) or the Chair's designated

Natasha Berta Australian Plants for Healing

Website Terms & Conditions

representative. The Resolution Institute Mediation Rules shall apply to the mediation. We agree to share the costs of mediation equally between us.

LITIGATION

It is a condition precedent to the right of either party to commence litigation other than for interlocutory relief that it has first offered to submit the dispute to mediation. Litigation is to be considered a last resort and may not be commenced until, in the opinion of the independent mediator, the potential for negotiation and mediation have been exhausted.

<https://australianplantsforhealing.com.au/wp-content/uploads/2021/07/APFH-Terms-and-Conditions.pdf>

[Terms + Conditions](https://australianplantsforhealing.com.au/wp-content/uploads/2021/07/APFH-Terms-and-Conditions.pdf)