



Terms of Service

Effective Date: May 11, 2026

unboxedpractice.com

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IMPORTANT: Please read these Terms of Service carefully before using Unboxed Practice. By accessing or using the Platform, you agree to be legally bound by these Terms.

1. Agreement to Terms

These Terms of Service (“Terms”) govern your access to and use of Unboxed Practice (“Unboxed Practice,” “Platform,” “we,” “us,” or “our”), including all related services, content, applications, communications, and offerings available through unboxedpractice.com.

By accessing or using the Platform, you agree to these Terms and our Privacy Policy.

If you do not agree to these Terms, do not use the Platform.

These Terms apply to:

- visitors,
- clients,
- practitioner applicants,
- approved practitioners,
- and all other users of the Platform.

You must be at least 18 years old to use Unboxed Practice.

2. Description of Services

Unboxed Practice is a curated coaching practitioner directory and practitioner-matching platform.

Services may include:

- a searchable directory of practitioners,
- practitioner application and onboarding services,
- personalized practitioner matching,

- intake and consultation sessions,
- educational masterclasses and recordings,
- scheduling and booking tools,
- and related platform services.

Unboxed Practice acts solely as a platform and intermediary connecting users with independent practitioners.

Practitioners are independent service providers and are not employees, agents, partners, representatives, or contractors of Unboxed Practice.

We do not supervise, direct, or control practitioner-client relationships or the professional services practitioners provide independently.

3. Critical Disclaimer — Coaching, Not Therapy

IMPORTANT: Unboxed Practice is a coaching platform and not a psychotherapy, counseling, healthcare, or medical treatment provider.

By using the Platform, you acknowledge and agree that:

- Services offered through Unboxed Practice are coaching, mentorship, educational, and personal development services only
- Services do not constitute psychotherapy, counseling, mental health treatment, psychiatric care, or medical services
- Practitioners do not diagnose mental health conditions or provide clinical treatment through the Platform
- Practitioners do not provide emergency mental health services through the Platform
- Practitioners may hold clinical licenses or advanced mental health degrees, but services provided through Unboxed Practice remain coaching services only
- Coaching is not a substitute for therapy, psychiatric care, crisis intervention, or medical treatment

If you are experiencing suicidal thoughts, psychological crisis, acute psychiatric symptoms, or any emergency situation, call 911 or contact the 988 Suicide & Crisis Lifeline immediately.

No Therapist-Client Relationship

Your use of the Platform does not create:

- a therapist-client relationship,
- doctor-patient relationship,
- fiduciary relationship,
- or clinical treatment relationship

between you and Unboxed Practice.

4. HIPAA Disclaimer

Unboxed Practice is not a healthcare provider or HIPAA-covered entity.

Information submitted through the Platform may not be protected health information under HIPAA.

Users should avoid submitting medical records, diagnostic documentation, or highly sensitive clinical information unless specifically requested by an independent practitioner outside the Platform.

5. User Accounts and Platform Access

You agree to:

- provide accurate and current information,
- maintain the confidentiality of your login credentials if accounts are enabled,
- use the Platform only for lawful purposes,
- and not impersonate another person or misrepresent your identity.

We reserve the right to suspend or terminate access to the Platform at our discretion, including for violations of these Terms or conduct we believe may harm users, practitioners, or the Platform.

6. Client Responsibilities

As a client or user of the Platform, you agree to:

- provide accurate intake and booking information,
- independently evaluate whether a practitioner is appropriate for your needs,
- acknowledge that coaching is not therapy,
- seek licensed medical or mental health care when appropriate,
- use your own judgment regarding any practitioner recommendations,
- and take full responsibility for your decisions, actions, and outcomes arising from coaching services.

You understand that individual results from coaching services may vary.

7. Practitioner Responsibilities

Practitioners using the Platform agree to:

- provide accurate and truthful application information,
- maintain all licenses, certifications, training, and qualifications they represent,

- operate within their lawful scope of practice,
- clearly communicate that services are coaching rather than therapy when applicable,
- comply with applicable laws and ethical obligations,
- refrain from deceptive, exploitative, abusive, or unethical conduct,
- and maintain responsibility for all services provided to clients.

Professional Liability Insurance

Practitioners listed on Unboxed Practice are required to maintain active professional liability insurance (sometimes referred to as malpractice insurance) appropriate to the nature of the services they provide and consistent with applicable laws, licensing requirements, and professional standards in their jurisdiction.

Practitioners are solely responsible for:

- obtaining and maintaining adequate insurance coverage,
- ensuring coverage remains active during their participation on the Platform,
- and complying with all insurance obligations applicable to their professional activities.

Upon request, practitioners agree to provide proof of current professional liability insurance coverage to Unboxed Practice.

Failure to maintain appropriate insurance coverage may result in suspension or removal from the Platform at the sole discretion of Unboxed Practice.

Practitioner Independence

Practitioners are solely responsible for:

- their own professional conduct,
- client communications,
- informed consent practices,
- tax obligations,
- legal compliance,
- recordkeeping obligations,
- and all services and outcomes associated with their work.

Unboxed Practice reserves the right to approve, deny, suspend, remove, or modify practitioner listings at any time and for any reason.

8. Payments, Fees, and Billing

Client Payments

Fees for services may include:

- Personalized Matching Sessions
- Unboxed Intake Sessions
- Masterclasses
- Recorded educational content
- Other offerings listed on the Platform

All payments are processed through third-party payment providers including Stripe.

By submitting payment information, you agree to the terms and policies of the applicable payment processor.

We do not directly store full payment card information.

Practitioner Fees

Practitioners may be charged:

- membership or subscription fees,
- commission fees,
- event participation fees,
- or other fees disclosed during onboarding.

Practitioner pricing and fee structures may be updated periodically with notice.

Taxes

Users and practitioners are responsible for any applicable taxes associated with their purchases, services, or earnings.

9. Cancellation and Refund Policy

Unless otherwise stated at the time of purchase:

- Sessions canceled at least 24 hours before the scheduled start time are eligible for a refund or rescheduling
- Cancellations within 24 hours are non-refundable
- No-shows are non-refundable
- Masterclass purchases may become non-refundable once accessed or attended

Refund requests may be submitted to:

rachel@unboxedpractice.com

We reserve the right to issue refunds, credits, or exceptions at our discretion.

10. Intellectual Property

All Platform content, branding, trademarks, logos, graphics, copy, software, and design elements are owned by or licensed to Unboxed Practice and protected by intellectual property laws.

You may not:

- reproduce,
- distribute,
- modify,
- scrape,
- reverse engineer,
- or commercially exploit Platform content without prior written permission.

Practitioners retain ownership of content they submit but grant Unboxed Practice a worldwide, non-exclusive, royalty-free license to host, display, reproduce, distribute, and promote submitted content in connection with operating and marketing the Platform.

11. User Content and Platform Communications

You are solely responsible for information, communications, files, reviews, messages, or other content you submit through the Platform.

You agree not to submit content that:

- is unlawful,
- defamatory,
- abusive,
- deceptive,
- infringing,
- sexually explicit,
- harassing,
- or violates the rights of others.

We reserve the right to remove content or communications at our discretion.

12. AI-Assisted Platform Features

Unboxed Practice may use AI-assisted administrative and operational tools to support platform functionality, including organization, matching workflows, analytics, summarization, communication support, and related operations.

AI tools are used for administrative support purposes only and are not intended to provide therapy, diagnosis, mental health treatment, or clinical decision-making.

Users acknowledge that AI-generated outputs may not always be accurate, complete, or appropriate and should not be relied upon as professional advice.

13. Third-Party Services

The Platform may integrate with or link to third-party services including:

- Stripe,
- Google,
- Cal.com,
- social media platforms,
- video hosting services,
- and practitioner websites.

We are not responsible for the availability, content, policies, or practices of third-party services.

Your use of third-party services is governed by their own terms and policies.

14. Disclaimer of Warranties

THE PLATFORM AND ALL SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE” WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, UNBOXED PRACTICE DISCLAIMS ALL WARRANTIES INCLUDING:

- MERCHANTABILITY,
- FITNESS FOR A PARTICULAR PURPOSE,
- NON-INFRINGEMENT,
- ACCURACY,
- AVAILABILITY,
- AND UNINTERRUPTED ACCESS.

We do not guarantee:

- practitioner availability,
- coaching outcomes,
- compatibility between users and practitioners,
- uninterrupted platform access,
- or error-free operation.

15. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW:

Unboxed Practice shall not be liable for:

- practitioner conduct,

- coaching outcomes,
- user decisions,
- emotional distress,
- indirect damages,
- incidental damages,
- consequential damages,
- loss of profits,
- loss of data,
- or punitive damages.

Our total aggregate liability arising from or related to the Platform shall not exceed the amount paid directly to Unboxed Practice during the twelve (12) months preceding the event giving rise to the claim.

Some jurisdictions do not allow certain liability limitations, so portions of this section may not apply to you.

16. Indemnification

You agree to indemnify, defend, and hold harmless Unboxed Practice, its founder, affiliates, contractors, employees, agents, and licensors from and against any claims, liabilities, damages, losses, costs, and expenses, including reasonable attorneys' fees, arising out of or related to:

- your use of the Platform,
- your violation of these Terms,
- your interactions with practitioners or users,
- your submitted content,
- or your violation of any law or third-party rights.

17. Dispute Resolution and Arbitration

PLEASE READ THIS SECTION CAREFULLY.

You agree that any dispute, claim, or controversy arising out of or relating to these Terms or your use of the Platform shall be resolved through binding arbitration administered by the American Arbitration Association ("AAA") in Travis County, Texas.

You waive the right to:

- participate in class actions,
- act as a class representative,
- or pursue claims in court except as expressly permitted below.

Either party may seek injunctive or equitable relief in court for:

- intellectual property violations,
- unauthorized platform access,

- or misuse of confidential information.

This arbitration provision shall survive termination of these Terms.

18. Governing Law

These Terms are governed by the laws of the State of Texas, without regard to conflict-of-law principles.

19. Termination

We may suspend, restrict, or terminate access to the Platform at any time and for any reason, including suspected violations of these Terms.

Upon termination:

- your right to use the Platform immediately ends,
- outstanding payment obligations remain enforceable,
- and sections intended to survive termination will continue in effect.

20. Modifications to These Terms

We may update these Terms periodically.

Updated Terms will become effective upon posting unless otherwise stated.

Your continued use of the Platform after updated Terms are posted constitutes acceptance of the revised Terms.

21. Entire Agreement

These Terms, together with our Privacy Policy and any additional policies referenced herein, constitute the entire agreement between you and Unboxed Practice regarding use of the Platform.

22. Contact Information

Questions regarding these Terms may be directed to:

Unboxed Practice
Rachel Jackson MFT
Email: rachel@unboxedpractice.com
Website: unboxedpractice.com

23. Legal Disclaimer

These Terms are provided as a general template and do not constitute legal advice.

You should consult a licensed attorney familiar with digital platforms, coaching businesses, healthcare-adjacent services, and applicable state and federal laws before publishing or relying on these Terms.