TERMS AND CONDITIONS

These terms and conditions were updated 20 May 2026

1 INFORMATION ABOUT US

1.1 These are the terms and conditions of Katie's Life Kitchen Limited (KLK NUTRITION) www.klknutrition.com

1.2 These Terms and Conditions, together with any other documents referred to herein, set out the terms of use governing your use of this website, www.klknutrition.com. It is recommended that you print a copy of these Terms and Conditions for your future reference.

1.3 These Terms and Conditions were last updated on 20/05/2026 and apply to:

- sales using a subscription service to consumers;
- a pre booked nutrition consultancy service;
- all nutritional programmes
- All physical products

1.4 Your agreement to comply with these Terms and Conditions is indicated by confirming your purchase at checkout and/ or confirming your nutrition appointment/coaching programme.

1.5 If you do not agree to these Terms and Conditions, you must stop using our site immediately and you will be unable to order any products or services. Your nutritional programme will stop immediately, and any future appointments/check-ins/communications will cease.

1.6 The following documents also apply to your use of Our Site:

• Our Privacy Policy incorporating our Cookies Policy.

Definitions and Interpretation

1.7 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

“Content” means any and all text, images, audio, video, scripts, code, so5ware, databases, and any other form of informa:on capable of being stored on a computer that appears on, or forms part of, our site; and

“We/Us/Our” means Ka:e’s Life Kitchen Limited

How to Contact Us 1.8 To contact Us, please email Us at info@klknutrition.com

2. ACCESS TO OUR SITE

2.1 Access to Our Site is free of charge.

2.2 It is your responsibility to make the arrangements necessary in order to access our site.

1 2.3 Access to Our Site is provided on an “as is” and on an “as available” basis. We may suspend or discontinue Our Site (or any part of it) at any time. We do not guarantee that Our Site will always be available or that access to it will be uninterrupted. If We suspend or discontinue Our Site (or any part of it), We will try to give you reasonable notice of the suspension or discontinuation.

2.4 By visiting this website you agree not to intentionally misuse it.

3. CHANGES TO OUR SITE

3.1 We may alter and update Our Site (or any part of it) at any time to update products or services for sale. If We make any alterations to Our Site (or any part of it), We will try to give you reasonable notice of the alterations on the website. If you use or order products or services after we have published any changes then you will be bound by these changes.

3.2 We endeavour to ensure that the information on this site is accurate. However, should an error occur in the pricing or description of a product that you have ordered, you will be contacted as soon as possible and given the choice to cancel or proceed with your order.

4. CHANGES TO THESE TERMS AND CONDITIONS

4.1 We may alter these Terms and Conditions at any time. If We do so, details of the changes will be highlighted at the top of this page. As explained above, your use of Our Site constitutes your acceptance of these Terms and Conditions. Consequently, any changes made to these Terms and Conditions will apply to your use of Our Site the first time you use it after the changes have been implemented. You are therefore advised to check this page every time you use Our Site.

4.2 If any part of the current version of these Terms and Conditions conflicts with any previous version(s), the current version shall prevail unless We explicitly state otherwise.

5. INTERNATIONAL USERS

5.1 Our Site is intended for users worldwide.

6. CONTRACT TO PURCHASE SERVICES AND/ OR PRODUCTS

6.1 When deciding to order a product or service from our website you will be entering an agreement to purchase a subscription plan consisting of an initial charge followed by a recurring plan at a price that has been selected by you.

6.2 You need to be 18 years or older. This subscription plan is subject to reoccurring payments and these will continue to be charged until you inform us by email (info@katieslifekitchen.co.uk) that you no longer wish to continue with the contract and/or stop your subscription plan through your account (dashboard). (See section 8 on how to cancel your contract). Any products dispatched before notice of withdrawal will be charged.

6.3 If you wish to change your payment method you can action this through your customer dashboard after you've logged into your customer account.

6.4 When you purchase any service/product you will receive an acknowledgement email to say we have received your order. When we (or Amazon) dispatch your order, you will receive an email confirmation from our third-party couriers. At this point we have completed the contract to purchase product(s) that you have ordered.

2 7. ORDER AND DELIVERY OF GOODS DELIVERED BY 3 RD PARTIES

7.1 All goods ordered through other supplies on our website are subject to their ordering and delivering terms and conditions. We are not responsible for when the order arrives, non-delivery, delivery to the wrong address or any losses or damaged goods. Any refunds are at the discretion of the supplier of goods and not Us.

8 CANCELLATION OF YOUR CONTRACT 8.1 When entering into the contract you are agreeing to pay a subscription for a set period of time, or an indefinite period of time. Once you've agreed to commit to a programme for a certain amount of time (the Mindful Gut Healing Method programme is a 6 month programme), you will be charged for that period of time only and cancellations are not permitted. You can reinstate your contract at any time after cancellation however, We reserve the right not to reinstate a subscription where We have previously terminated a subscription made by you.

9. CONTRACT TO PURCHASE VIRTUAL CONSULTANCY SERVICE

9.1 All consultancy services selected by you are subject to these Terms and Conditions. If you decide to purchase the virtual consultancy service/nutritional coaching this is subject to an initial charge and further appointments can be booked at the standard charge quoted at the time of booking.

9.2 When you request a consultancy session on our website through a Calendly link/ through a Typeform link/ through a Zoom link you will be asked to accept these Terms and Conditions by ticking a box at checkout. At this point, you might be asked to fill out a questionnaire. If so, you will receive an email/message to arrange your appointment at a convenient time, followed by a confirmation email.

9.3 If you are unable to make the appointment, then 48 hours' notice in writing needs to be given to avoid the loss of your fee already paid (if a fee has been taken) at the time of booking. If less than 48 hours' notice is given then no refund will be available, and a further full fee payment will be required to secure a future appointment.

9.4 If you are 15 minutes later than your booked appointment time, the appointment may need to be rescheduled and there will be no further fee payable.

9.5 We accept no liability for any loss, damage or injury arising as a result of the consultation. **9A.**

CLIENT RESPONSIBILITY FOR PLANS, PROTOCOLS AND COMMUNICATIONS

9A.1 Any meal plans, supplement plans, exercise plans, nutrition plans, nutrition recipes, check-in responses, app messages, emails, voice notes, written guidance, or any other communication provided by Katie's Life Kitchen Limited are provided for educational, coaching and lifestyle guidance purposes only.

9A.2 It is the client's sole responsibility to decide whether to follow, adapt, pause, or discontinue any meal plan, supplement plan, exercise plan, nutrition plan, nutrition recipe, check-in response, app message, email, voice note, written guidance, or any other communication provided.

9A.3 Katie's Life Kitchen Limited shall not be liable for any loss, reaction, injury, adverse outcome, health consequence or dissatisfaction arising from any person or client choosing to follow, partially follow, adapt or not follow any meal plan, supplement plan, exercise plan, nutrition plan, nutrition recipe, check-in response, app message, email, voice note, written guidance or any other communication provided. Meal plans are educational nutrition coaching tools based on the information the client provides, their reported tolerance, preferences and goals. They are not medical treatment for IBD. Clients remain under their GP, consultant and/or IBD team and are responsible for deciding whether to follow, adapt or stop the plan.

9A.4 Clients remain responsible for checking ingredients, allergens, medication interactions, supplement suitability, exercise suitability, food tolerance, portion sizes and any medical restrictions relevant to their own health circumstances.

9A.5 Clients should consult their GP, consultant, physician, pharmacist, registered dietitian, physiotherapist, or other qualified healthcare professional before beginning any nutrition, supplement, exercise, lifestyle, or behavioural programme where they have a diagnosed medical condition, are taking medication, are pregnant or breastfeeding, have a history of eating disorders or have any concerns about suitability.

10. PAYMENT FOR ALL PRODUCTS AND SERVICES

10.1 The price of products and services charges will be as quoted on our website when your subscription is created, or the product/service is purchased. Payment for all products and services will be by credit or debit card. We accept Debit and Credit cards. These include Mastercard, Visa and AMEX.

10.2 Payment details are stored securely by a third party to allow recurring payment on future orders of products and services.

10.3 Product prices and delivery charges are subject to change except for orders already subject to a dispatch confirmation. Prices of our services and products vary, and the cost of our subscription scheme varies dependant on when you signed up. There are (sometimes) deals for students, but these can vary.

10.4 All subsequent orders subject to a subscription will be the same cost unless the customer

3 changes the content of the order e.g. adds a product (plus delivery costs).

10.5 Payment for the subscription or product will be processed upon the conformation of the order. If the payment for the product is unsuccessful the product may still be dispatched, and the sale will have occurred.

10.6 If you are unable to make the consultancy appointment, then 48 hours' notice in writing needs to be given. No refund will be available, and a further payment will be required to secure a future appointment.

10.7 If you are 15 minutes later than your booked appointment time, the appointment may need to be rescheduled and there will be no further fee payable.

10.8 For all products and services it is the customer's responsibility to ensure sufficient funds are available to process the payment.

10.9 If your payment details change it is your responsibility to update the details on the website through your personal login.

10.10 If our third-party payment provider has new card details (e.g. your previous card expired or was lost or stolen) these will be updated on our system automatically in order to process future payments on your subscription.

10.11 If the payment is rejected, We will reattempt to recover the funds owed to Us. If this process is unsuccessful then We reserve the right to recover the debt through engaging a third-party debt collection agency. You will be notified of this process by email to recover the funds. If after 10 days of sending the email the outstanding balance has not been repaid, then interest on the outstanding balance will be charged at a rate of 5% above our bank lending rate at the time the debt became due until the date the payment of the overdue amount is received. You will be responsible for any fees or charges incurred by the third-party debt collection agency.

10.12 We reserve the right to terminate any services provided by Us when you have an unpaid outstanding balance on your account.

10.13 If you have signed up to a programme i.e. the Mindful Gut Healing Method programme, which is a 6 month programme. You must fulfil full payment, for example, if you decide to pay on a rolling monthly payment plan, you must complete 6 months and fulfil the total amount payable.

10.14 Our price, due to inflation can increase at any point throughout the year.

11. REFUNDS POLICY

11.1 For physical product only - a refund to be awarded there needs to be a legitimate reason. You will need to prove that item you were charged for was not what you ordered. You will need to inform us within 3 working days of the delivery date of your order.

11.2 Deposits are non-refundable.

11.3 All coaching payments are non-refundable.

11.4 We are not liable if you do not achieve your desired results and a refund is not permitted and will not be granted.

12. WARRANTY

12.1 Nothing on Our Site constitutes professional advice on which you should rely. It is provided for general information purposes only. Professional or specialist advice should always be obtained before taking any action relating to nutrition.

4 12.2 We make reasonable efforts to ensure that the Content on Our Site is complete, accurate, and up to date, but We make no warranties, representations, or guarantees (express or implied) that this will always be the case.

13. OUR LIABILITY

13.1 Nothing in these Terms and Conditions excludes or restricts Our liability for fraud or fraudulent misrepresentation, for death or personal injury resulting from negligence, or for any other forms of liability which cannot be lawfully excluded or restricted.

13.2 Subject to clause 15.1 we shall only be liable to you for the purchase price of the products or services if we fail to comply with these terms and conditions.

13.3 We are not liable if you do not achieve your desired results and a refund is not permitted and will not be granted.

14. HOW YOU MAY USE OUR SITE AND CONTENT (INTELLECTUAL PROPERTY RIGHTS)

14.1 All Content included on Our Site and the copyright and other intellectual property rights in that Content belongs to or has been licensed by Us. All Content is protected by applicable United Kingdom and international intellectual property laws and treaties.

14.2 You may access, view, and use Our Site in a web browser (including any web browsing capability built into other types of software or app) and you may download Our Site (or any part of it) for caching.

14.3 You may print off one copy and download extracts of any page(s) from Our Site for personal use. You must not copy any content from our website and use it as your own.

14.4 Our status as the owner and author of the Content on Our Site (or that of identified licensors, as applicable) must always be acknowledged.

14.5 You may not use any Content saved or downloaded from Our Site for commercial purposes without first obtaining a licence from Us or Our licensors. This does not prevent the normal access, viewing, and use of Our Site for general information purposes by business users or consumers.

14.6 You must ensure that any commentary you post on websites, blogs, social media websites on our products or services represents a fair and balanced opinion. You agree by subscribing to our products and services that we can quote from your responses in any of our social media, advertising and discussion papers.

15. COMMUNICATIONS FROM US

15.1 We have your contact details, and We may send you important notices by email from time to time. Such notices may relate to matters including, but not limited to, changes to Our Site, payment details, market conditions, changes in consumer law or changes to these Terms and Conditions. We may post information on our website. You accept that communication with us will mainly be electronic. Notice of any kind will be deemed to have been received immediately when posted on our website or 24 hours after an email has been sent.

15.2 We will not send you marketing emails without your express consent. If you do consent to marketing, you may opt out at any time. All marketing emails from Us include an unsubscribe link. If you opt out of emails from Us, it may take up to 72 hours for your request to take effect and you may continue to receive emails during that time.

 15.3 For questions or complaints about communications for Us, please email info@klknutrition.com

15.4 Any changes will take effect as in 17.1 and such changes will apply to any products or services you order from the point of notification. If you do not agree with the change(s) then you will need to notify us with within 7 working days of receipt by you of the product and services.

15.5 Once you've signed up as a customer, you will be added to our emailing list and agree to subscribe to that emailing list which includes emails regarding onboarding and marketing emails

16. TRANSFER OF RIGHTS AND OBLIGATIONS

16.1 You may not assign, transfer, charge or otherwise dispose of a contract for products or services or any of your rights or obligations arising under it without our prior written consent.

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16.2 We may assign, transfer, charge, sub-contract or otherwise dispose of a contract at any time during the term of the contract including any of our rights or obligations arising from it.

17.EVENTS OUTSIDE OUR CONTROL (FORCE MAJEURE EVENT)

17.1 There are events that are outside of our control which can prevent Us from providing our

normal service. In these circumstances, we will not be held liable for an event beyond our control as our service will be deemed to be suspended until a solution is found.

The following list is not exhaustive, and We will notify you of any such acts, accidents, events,

omissions: • Transport – unable to use our normal method of transport or other alternatives;

• Natural disasters – epidemic, explosion, subsidence, earthquake, flood, storm,

fire; • Strikes – industrial action, lock outs;

• Civil commotion – threat of war, terrorist attack, riots, invasion;

• Government intervention

• Breakdown of telecommunications

18. DISCLAIMER

18.1 The advice and guidance given is from Our experiences and evidence-based knowledge on nutritional practises and supplementation protocols. We do not act as a medical professionals or Doctors. Please seek advice from your GP if you have any questions or hesitations regarding the service provided.

18.2 Holistic and natural approaches are used in Our service.

18.3 We are not responsible for any reactions you may have.

18.4 We do hold an MNU Certification from MAC Nutrition

18.5 You should consult your physician or other healthcare professional before starting the 70-Day Strong programme or any other fitness programme to determine if it is right for your needs. Do not start the 70-Day Strong programme if your physician or healthcare provider advises against it.

18.6 We are not responsible for your results, outcome, desired outcome nor expectations.

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19. WORKING HOURS

19.1 Working hours will be Monday – Friday: 9:00AM – 5:00PM. This includes messaging via the

6 Kahunas APP (KLK Nutrition APP). KLK Nutrition is closed on weekends and any messages/emails will be replied to the following week.

20. CLOSED DAYS

20.1 KLK Nutrition will be closed on the following days:

• All bank holiday days in the U.K. and the U.S.A

• The two weeks over Christmas from the 20 th of December – 2 nd of January

21. SHARING DATA

21.1 You are prohibited from sharing APP login details with anyone else

22. ACCEPTABLE USE

22.1 You agree to use Our Site, app, resources, community areas, downloadable materials, and services lawfully and respectfully.

22.2 You must not misuse Our Site, app, resources, community areas, or services by acting fraudulently, harassing or mistreating others, violating intellectual property rights, attempting to access another person's account, sharing offensive or inappropriate material, uploading harmful code, interfering with the operation of Our Site or app, or using any automated tool to scrape, copy, or extract content without Our written

permission.

22.3 We reserve the right to limit, suspend, or terminate access to Our Site, app, community areas, resources, or services where We reasonably believe these Terms and Conditions have been breached or where access may compromise the safety, privacy, wellbeing, intellectual property, confidential information, or operational integrity of Katie's Life Kitchen Limited.

23. ACCOUNT RESPONSIBILITY

23.1 Where you create an account or receive login details for Our Site, app, programme, resources, or community areas, you are responsible for keeping your login details, passwords, and account information confidential.

23.2 You are responsible for all activity that takes place under your account. You must notify Us promptly if you believe your account has been accessed without permission or if your login details have been shared, lost, or compromised.

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24. THIRD-PARTY LINKS, PLATFORMS, PRODUCTS AND SERVICES

24.1 Our Site, app, emails, resources, check-in responses, programme materials, or communications may include links, references, recommendations, integrations, or access to third-party websites, booking platforms, payment providers, apps, laboratories, supplement providers, products, services, or resources.

24.2 Third-party websites, platforms, products, and services are not owned or controlled by Katie's Life Kitchen Limited. We are not responsible for their content, policies, availability, accuracy, safety, quality, delivery, suitability, outcomes, or any loss or issue arising from your use of them, except where liability cannot be lawfully excluded.

24.3 You are responsible for reading and understanding any third-party terms, privacy policies, refund policies, delivery terms, product labels, contraindications, warnings, and professional guidance before purchasing, using, or relying on any third-party product or service.

25. PROGRAMME MATERIALS, RESOURCES AND NO SHARING

25.1 All programme materials, app content, videos, audios, meditations, recipes, meal plans, supplement guidance, exercise guidance, check-in responses, PDFs, downloads, written resources, and other materials provided by Katie's Life Kitchen Limited are for your personal, non-commercial use only.

25.2 You must not copy, reproduce, share, upload, distribute, sell, licence, publish, adapt, or make available any of Our materials, resources, plans, recipes, videos, audios, or communications to any third party without Our prior written consent.

25.3 Unauthorised sharing, copying, resale, distribution, or misuse of Our content may result in immediate suspension or termination of access without refund and may lead to further legal action.

26. INDEMNITY

26.1 To the fullest extent permitted by law, you agree to indemnify and hold harmless Katie's Life Kitchen Limited, its directors, employees, contractors, agents, and representatives from and against any claims, losses, damages, liabilities, costs, or expenses arising from your breach of these Terms and Conditions, misuse of Our Site, app, services, community areas, or materials, unauthorised sharing of content, inaccurate or incomplete information supplied by you, or violation of any law or third-party rights.

27. TERMINATION OR SUSPENSION OF ACCESS

27.1 We may suspend, restrict, or terminate your access to Our Site, app, services, programme materials, community areas, or communications where you breach these Terms and Conditions, fail to make payment, share login details, misuse Our resources, behave abusively, threaten or harass staff or other clients, compromise privacy or safety, or act in a way that may damage the reputation, intellectual property, confidential information, or operational integrity of Katie's Life Kitchen Limited.

27.2 Where access is suspended or terminated due to breach of these Terms and Conditions, you will not

be entitled to a refund unless required by law.

28. SEVERABILITY

28.1 If any provision of these Terms and Conditions is found to be unlawful, invalid, or unenforceable, that provision shall be deemed removed or amended to the minimum extent necessary, and the remaining provisions shall continue in full force and effect.

21.2 If we are notified / find out that your login details have been shared with another individual, your access will be revoked, and you will not be eligible for a refund of any amount.

29. LAW AND JURISDICTION

29.1 These Terms and Conditions, and the relationship between you and Us (whether contractual or otherwise) shall be governed by and construed in accordance with English law.

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29.2 If you are a consumer, any dispute, controversy, proceedings, or claim between you and Us relating to these Terms and Conditions or to the relationship between you and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England.

23. Medical Disclaimer

23.1 This content is for informational and educational purposes only. It is not intended to provide medical advice or to take the place of such advice or treatment from a personal physician. All readers/viewers of this content are advised to consult their doctors or qualified health professionals regarding specific health questions. Neither KLK Nutrition, Katie's Life Kitchen Limited, The KLK Collection, Katie Truscott-Howell, nor the publisher of this content takes responsibility for possible health consequences of any person or persons reading or following the information in this educational content. All viewers of this content, especially those taking prescription or over-the-counter medications, should consult their physicians before beginning any nutrition, supplement or lifestyle programme.

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