

TERMS AND CONDITIONS

Last updated: August 11, 2026

By purchasing or completing a Multiple Sensory Training Online Assessment, you ("client," "you") agree to these Terms and Conditions.

1. OUR SERVICE

MST provides an online battery of cognitive, visual, and academic-reasoning assessments, along with a personalized training report and recommendations based on your results. Assessments are completed independently online, using a secure, single-use access link and PIN sent to you after payment.

2. ELIGIBILITY AND PARENTAL CONSENT

Our clients include minors. If the person completing the assessment is under the age of 18, the purchasing parent or guardian confirms they have the authority to consent on that minor's behalf and agrees to these Terms and Conditions and our Privacy Policy on that basis.

3. PAYMENT

Payment is processed securely through Stripe at the time of purchase. Access to the assessment is provided after payment is confirmed.

4. CANCELLATION, RESCHEDULE AND REFUND POLICY

1. Evaluations (Online & In-Person): A one-time evaluation fee covers administration of the assessment (online or in-person), scoring, and preparation of a personalized report and first-month plan. A full refund of the one-time evaluation fee is provided by MST if the client requests the cancellation or the assessment at least 24 hours before the scheduled in-person appointment, or before beginning the online assessment. The one-time evaluation fee is non-refundable in all other situations. One complimentary reschedule is permitted for in-person appointments if the client requests a reschedule at least 24 hours before the scheduled in-person appointment; additional reschedules may be subject to a rescheduling fee after the first reschedule.

2. Monthly Plans (Recurring Billing): Monthly plans renew automatically each billing cycle until canceled by the client. Clients may request cancellation of monthly plans at any time; cancellation takes effect at the end of the current billing period, and no further monthly charges will occur after the cancellation takes effect. Fees already charged for the current billing period are non-refundable, as the monthly plan and any associated report/retest data for that period has already been delivered. Clients retain access to their most recently delivered plan and report even after cancellation; no further monthly updates will be generated.

3. In-Person Classes (Balance for a Better Life / Keep Your Game in Balance): A full refund of the fee for an in-person class is provided by MST if the client requests cancellation of the class at least three days before the class start date. Cancellation requests made within three days of the class start date, or no-shows, are non-refundable, but are eligible for a credit toward a future class within six months of the cancelled class or no-show. One complimentary transfer to a different class session is permitted if the transfer is requested by the client at least three days before the original class start date. MST reserves the right to cancel or reschedule a class due to insufficient enrollment or unforeseen circumstances; in that case, clients receive a full refund or the option to transfer to another session at no additional cost.

4. How to Request a Refund, Cancellation, Reschedule or Class Transfer: Requests for a refund, cancellation, reschedule or class transfer must be submitted by emailing assessments@msttrain.com. Please include the client's name, the service or plan in question, and the reason for the request. Approved refunds are processed to the original

payment method within 5–10 business days. Recurring plan cancellations may also be submitted directly through the client's account/billing portal, where available.

5. Exceptions: If an online technical failure prevents the client from completing an online assessment they were charged for, MST will provide a full refund of the one-time assessment fee or a complimentary retest, at MST's discretion.

6. Changes to This Policy: MST may update this policy from time to time. The version of this policy in effect at the time of purchase governs that transaction. Material changes to this policy will be posted on the MST website with an updated effective date.

5. REPORTS ARE RECOMMENDATIONS, NOT MEDICAL ADVICE

IMPORTANT NOTICE & WARRANTY DISCLAIMER

Your assessment report reflects patterns observed in your results and is intended as training guidance only. It is not a medical diagnosis, not medical advice, and not a treatment plan, and does not identify or rule out any medical or learning condition. If you feel a result warrants professional attention, we recommend you consult a physician or other qualified professional — we do not make these recommendations or name or imply a specific diagnosis. Every report is prepared with the assistance of artificial intelligence and reviewed by a human MST coach before being sent to you.

MST'S PRODUCTS AND SERVICES ARE PROVIDED ON AN "AS-IS" BASIS, AND MST DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

6. NO RECORDING OR REDISTRIBUTION

By taking the assessment, you agree not to screenshot, record, or redistribute any part of the assessment. The test content, scoring methods, and report format are proprietary to MST and protected by various intellectual property laws.

7. COMMUNICATIONS

By providing your email and phone number, you consent to receive your assessment access link by email and your one-time PIN by text message, as described in our Privacy Policy. Message and data rates may apply to SMS delivery.

8. LIMITATION OF LIABILITY

MST services are provided for training and educational guidance purposes. To the fullest extent permitted by law, MST is not liable for any decisions made based on your assessment report. Our total liability arising from your use of our services is limited to the amount you paid for the assessment, and in no event are we liable for incidental, consequential, indirect, punitive or special damages, regardless of whether your claim is based on contract, tort (including negligence) or other legal theory.

9. CHANGES TO THESE TERMS AND CONDITIONS

We may update these Terms and Conditions from time to time. Continued use of our services after changes take effect constitutes acceptance of the updated Terms and Conditions. Material changes to these Terms and Conditions will be posted on the MST website with an updated effective date.

10. GOVERNING LAW

These Terms and Conditions are governed by the laws of the State of California, without regard to conflict-of-law principles. The state and federal courts located in Santa Clara County, California shall have exclusive jurisdiction and venue of all legal proceedings in connection with these Terms and Conditions or the products or services provided by MST.

11. SEVERABILITY

If one or more provisions of these Terms and Conditions is held to be unenforceable, the remaining provisions apply in full, and any invalid or unenforceable provision shall be replaced by a provision which lawfully enforces the parties' intention.

12. CONTACT US

Questions about these Terms and Conditions can be directed to:

Email: assessments@msttrain.com