

TERMS OF SERVICE

Your Customer Success Team

Our telephone lines are open 24 hours a day for you to leave a voice message regarding any inquiries you may have; You can do so by dialing **+34 972 436 488**

We commit to responding to all messages within a 24-hour period from Monday to Friday from 9:00 to 17:30 CET. Should you prefer to communicate via email, you are welcome to send your inquiries to support.europe@leadershipcircle.com

We appreciate your engagement and aim to always provide exemplary support.

How to order an LC product

- Orders for Leadership Circle Profile™ (LCP), Manager Edition™ (LCP-ME), **Group Report™**, Collective Leadership Assessment™ (CLA), and **Pulse™** can be placed online by logging into [Project Center](https://project-center.theleadershipcircle.com/): <https://project-center.theleadershipcircle.com/>
- Orders for **BRITE™** (Broad-based Roots Influencing Team Effectiveness) can be placed online [HERE](https://leadershipcircle.com/leadership-assessment-tools/brite-team-assessment/): <https://leadershipcircle.com/leadership-assessment-tools/brite-team-assessment/>

After the creation of each project, you will receive an automatic confirmation order by email.

Please note that it is not possible to create trial projects in **Project Center**. Each project created will generate a sales order that will be invoiced to you. There is no charge if you cancel an LC product prior to any activity occurring on it. We strongly encourage you to obtain a financial commitment from your client before ordering any LC product.

Terms and conditions of payment

Invoicing of the LCP, LCP-ME, Group Report, CLA, and PULSE happens when the project is completed, and the report has been run. *At that point, you are responsible for payment for the full price of the assessment.*

If you delete an LC product after setup and that assessment has commenced and is partially complete, you will be billed 50% of the price, provided that the report has not been run.

The purchase of the **BRITE** happens when you place an order. At that point, you are responsible for payment for the full price of the assessment.

Payment is required for assessments that are canceled or not completed. Payment terms are strictly 30 days from the date of the invoice. If your account becomes overdue, **Leadership Circle** may terminate credit and hold the delivery of further products until the arrears are paid.

How to pay

You will receive an invoice from **The Leadership Circle SL**. Payment needs to be made by bank transfer in Euro currency. Bank details are clearly listed on all invoices. Invoices are issued only in the name of certified practitioners or their companies; invoices are not issued to their clients or third parties.

ADDITIONAL SERVICES

Reopen lapsed project

A **reopening** is considered when a project has finished, and no report has been generated. A reopening incurs an **additional fee per project**. Completed projects can only be reopened by our Customer Success representatives. If you require this service, please email us with your request indicating the **Project ID** and the **new completion dates and times**, as well as the **dates for generating the report**. Once reopened, if you need to modify these dates, you have the possibility to do so directly in your account while the project remains open.

Reprocess electronic report

Reprocessing is considered when a project has finished, and the report has been processed. If you need to reopen it to reprocess the report for one or more participants, the report reprocessing will have an **additional fee per participant**. If you require this service, please email us with your request indicating the **Project ID** and the **name of the participant** for whom the report should be reprocessed. When requesting a reprocessing, the reopening is included.

ASSESSMENT SERVICES

Leadership Circle can manage your projects for you. **Assessment Services** are aimed at helping practitioners deliver high-quality reports on time, allowing them to fully focus on the coaching and/or facilitation processes. For more detailed information about these services, please contact our team at support.europe@leadershipcircle.com

ASSESSMENT SERVICES for Leadership Circle Profile™ and Leadership Circle Profile™ Manager Edition:

LITE - Participant Entry Only

Package description:

- Create Project
- Send Participant Pre-Survey Briefing Email
- Enter Participants
- Assign Coaches to Participants
- Launch Project
- Check status and send reminder emails
- Follow-up on rejected (bounced) email
- Respond to queries and troubleshoot access issues
- Send weekly status report to Practitioner
- Send final status report two days prior to completion deadline
- Inform Practitioner when reports are accessible from Project Center

STANDARD - Participant and Evaluator Entry

Package Description:

Everything mentioned in the **LITE** service + the entry of evaluators.

ASSESSMENT SERVICES for Collective Leadership Assessment™:

(Only available to CLA Certified Practitioners)

Package Description:

- Project Design and Timeline Discussion with Practitioner
- Create Project
- Send Practitioner Excel Form for Breakout Report Information
- Send Participant Customized Pre-Survey Briefing Emails
- Enter Participants
- Launch Project
- Check status and send reminder emails
- Follow-up on rejected (bounced) email
- Respond to queries and troubleshoot access issues
- Send weekly status report to Practitioner
- Send final status report two days prior to completion deadline
- Create up to three breakout reports (if applicable)
- Inform Practitioner when reports are accessible from Project Center

Custom Services:

- CLA Administration Additional Breakout Reports - 34 €
- CLA Administration Bar Chart Reports - 34 €

ASSESSMENT SERVICES for PULSE™:

(Only available to Pulse and Leadership System Certified Practitioners)

Package Description:

- Project Design and Timeline Discussion with Practitioner
- Create Project
- Send Practitioner Excel Form for OBT and Start/Stop Behaviors
- Send Participant Customized Pre-Survey Briefing Emails
- Send Participant Excel Evaluator Entry Form
- Enter Participants and Evaluators
- Launch Phases (Baseline, Interim, and Final)
- Check status and send reminder emails
- Follow-up on rejected (bounced) email
- Respond to queries and troubleshoot access issues
- Send status reports to Practitioner (frequency TBD)
- Send final status report two days prior to phase completion deadline
- Inform Practitioner when reports are accessible from Project Center

For more detailed information about these services, please contact our team at support.europe@leadershipcircle.com

PRICE LIST

Prices are exclusive of VAT

Products	Global Retail Price (USD)	Regional Discount	Regional Retail Price (EUR)	Certified Discount	Regional Certified Price*
LCP/ME/Group Report	\$500	25 %	341 €	24%	259,16 €
Retake	\$460	25 %	314 €	24%	238,64 €
CLA** 0-10	\$600	25 %	410 €	24%	311,60 €
CLA 11-100	\$48	25 %	33 €	24%	25,08 €
CLA +101	\$24	25 %	16 €	24%	12,16 €
Pulse*** (3 phases)	\$225	25 %	154 €	24%	117,04 €
BRITE	\$ 1.500	25 %	1.024 €	24%	778,24 €

*Each product will be invoiced at the Regional Certified Price, allowing you to make a profit margin between the Regional Retail Price and the Regional Certified Price. In a globalized world, you can compete using the Global Retail Price or at least the Regional Retail Price.

**CLA is an exclusive product available only to CLA certified practitioners.

***Pulse is an exclusive product for PULSE/System certified practitioners.

Services	LCP	LCP ME	CLA 1 - 10 participants	CLA +11 participants	PULSE
Assessment Services STANDARD	75 € per participant	75 € per participant	75 € per project	4 € per additional participant	27 € per participant
Assessment Services LITE	60 € per participant	60 € per participant			
Reopen Lapsed Project	27 € per project	27 € per project			
Reprocess Electronic Report	34 € per participant	34 € per participant	34 € per project		

Go Green

Our commitment to the Planet continues, which is why we have removed printing from all our products. We know this is an important step in taking care of the place we live in. We are working together to leave a better Planet for future generations, thank you for helping us to set up all your projects in the digital version! All the resources you need to carry out your practice are available on our platforms.