



Terms of Service

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made.in is operated under ABN [13421792404]. In these terms, "I" and "me" mean that business, and "you" means the person booking. All prices are in Australian dollars.

1. What I do

I provide image and presence consulting: guidance on presence and poise, meeting and interview rehearsal, wardrobe, fit and styling advice, basic colour analysis, grooming guidance, outfit briefs, shopping guidance, and ongoing support between sessions. Sessions run one-to-one, in person in Sydney or online.

What I do not do

- I do not apply makeup, cut or treat hair, or perform any salon or cosmetic service. Where you want those things, I will suggest a qualified professional and you engage them directly.
- I do not give advice on weight, body change, or skin lightening, and I will decline requests for it.
- I do not provide medical, psychological, financial or legal advice.
- I do not introduce clients to one another, and I do not act as a matchmaker or introduction service.
- I do not guarantee any professional, personal, and/or matrimonial outcome — see clause 8.

2. Booking and payment

- Every engagement begins with a free no-commitment 30-minute video call. Either party reserves the right to decline further steps should they not be satisfied with the outcome of the call.
- I do not sell fixed packages. After the free call I will send you a written quote covering the services you have asked for, what each one includes, and what it costs.
- A written quote is valid for 30 days. If you accept it, that quote is the agreement between us — what is in it is what I will deliver, and what is not in it is not included.
- Payment is required in full before your first session. Your booking is confirmed once payment is received.
- Anything you ask for beyond the quote is additional work. I will tell you what it costs before I do it, and I will not add anything to your invoice that you have not agreed to in writing.
- My rates may change over time. A change never affects a quote you have already accepted and paid.
- Clothing, products, alterations, treatments and any third-party services are paid by you, directly to that provider. They are not included in my fees.
- The restaurant session fee does not include the restaurant bill.
- All services quoted are valid for six months from the date of purchase.

3. Cancellations and refunds

Situation	What happens
You cancel or reschedule more than 24 hours before a session	Full refund.
You cancel or reschedule within 24 hours	That session is not refundable
You do not attend a session or call without rescheduling.	That session is treated as delivered
I cancel, or cannot deliver a session	Partial refund based on the value of the undelivered sessions or you may choose to reschedule
You end an engagement part-way through	No refund

Nothing in these terms limits your rights under the Australian Consumer Law.

4. Sessions

- Sessions are one-to-one. If you wish to bring a parent, sibling, family member, or a friend, you must notify me in advance.
- Session lengths are as stated in your quote. If a session runs over at your request and I am able to continue, additional time is charged at [\$35] per hour.
- Please arrive on time. A late arrival shortens the session rather than extending it.
- For the shopping trip, the stated duration is time in store and does not include my preparation beforehand.
- I will ask you to send photographs and information before we meet. If those do not arrive in time, the session may be less useful, and it will still go ahead as booked.

5. Check-ins, briefs and expiry

- Where check-ins are included in your quote, they expire three months after our final session. Unused check-ins are not refundable and cannot be transferred.
- Outfit briefs are written for the occasions agreed at the outset. Additional briefs are quoted separately.
- Ongoing support is billed monthly, can be cancelled at any time with effect from the following month, and covers the number of checks stated in your quote. Replies are sent within 48 hours during business hours.

6. Photographs

- Photographs taken during a session are yours. I will send you the selects and you may use them however you wish.
- I do not smooth, slim, reshape or lighten skin, and I will decline requests to do so. I also do not use any photoshop or video editing software.
- I will not publish, post or show any photograph of you without your written permission, and you may withdraw that permission at any time.
- If you engage a professional photographer, their own terms and copyright apply to those images.

7. Confidentiality

I will not confirm to anyone that you are a client. That includes your family, your community, and whoever referred you to me. Where someone refers clients to me and is paid for doing so, they receive a count of bookings for payment purposes and never a name.

How I handle your personal information is set out in my Privacy Policy, which forms part of these terms.

8. What I can and cannot promise

I will give you my honest, considered opinion and my full attention. I will tell you when something is outside what I can help with.

I cannot promise a particular result. Nobody can promise you a job, an interview, a match, or a marriage, and I will not pretend otherwise. What I can do is help you present yourself well and feel steadier doing it.

Taste is subjective. You may disagree with my advice, and you are free to ignore it. Disagreement with my recommendations is not, by itself, a failure of the service.

To the extent permitted by law, my liability for any claim relating to these services is limited to the amount you paid for the engagement in question.

9. Conduct

I expect to be treated with courtesy, and you can expect the same from me. I may end a session or an engagement without refund if you are abusive, threatening, or behave in a way that makes the work unsafe or unreasonable to continue.

If at any point either of us thinks this is not working, we should say so. I would rather refund an undelivered session than continue badly.

10. If something goes wrong

Most problems are misunderstandings and can be sorted out in a conversation. These steps apply if that does not work.

- Tell me first. Email hello@madein.life setting out the problem and what you would like done about it. I will respond within a reasonable time and try to resolve it directly with you.
- If we cannot resolve it between us within 30 days, we both agree to attempt mediation before starting any legal proceedings. Either of us can propose a mediator; if we cannot agree on one, either of us may ask the Resolution Institute or the NSW Small Business Commissioner to appoint one.
- Mediation is confidential and without prejudice. We share the mediator's fee equally and each pay our own costs, unless we agree otherwise in writing.
- If mediation does not resolve the matter, we may agree in writing to refer it to arbitration. Neither of us is obliged to do so.

11. General

- These terms are governed by the laws of New South Wales, Australia.
 - I may update these terms. The version that applies to you is the one in force when you booked.
 - If any part of these terms is found to be unenforceable, the rest continues to apply.
 - Any variation to these terms needs to be agreed in writing between us.
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