



World Leaders in Strategic Management  
Powered by *Systems Thinking*  
Founded in 1990 • Offices in Over 20 Countries

## Our Nothing-to-Lose Guarantee

### I. Our unconditional guarantee of high quality services:

We unconditionally guarantee each speaking, training and consulting event/project that we conduct for you. In the unlikely occurrence that one is unsatisfactory, we will not bill you the consulting fee for the event; instead, we will bill only for our direct out-of-pocket expenses.

### II. Our unconditional guarantee of “how to get started”:

As a way to get started on your Strategic Project, we usually recommend a Two-Day Strategic IQ Audit, Executive Briefing and Plan-to-Plan day with the Haines Centre for Strategic Management®. In this time, we both are able to educate each other on either (1) Strategic Planning, (2) Leadership and HR Management, or (3) any large scale change project you are planning to implement.

We are so confident of our ability to help you in this Smart Start that we offer a “*nothing-to-lose-guarantee*” for this event with your Top Management Team: If you do not get a “Value-Added” from the time we spend together, pay us our expenses only and the fee is waived.

In addition, there is no obligation beyond the event...both parties have to agree there is mutual benefit to proceed any further.

### III. Our unconditional guarantee of high quality materials:

If for any reason you are not satisfied with any of the Haines Centre for Strategic Management’s materials, you may return them within 30 days for a full refund—no questions asked. To assure proper credit, please return them by traceable means. Also include a copy of your invoice. *Please note, that due to their nature, all e-products and CDs are non-refundable.*

## Haines Centre for Strategic Management® Business Units

