

Terms and Conditions



Your Career Optimiser Terms and Conditions

General

- Consultations are a maximum 45 minutes and are available via Zoom, Teams, and phone.
- Within 5 working days of receiving your final draft, your documents will be amended free of charge until you are happy with the contents and layout.
- Your Career Optimiser will rectify any errors free of charge provided notification is provided in writing within 5 working days of completion of the career support.
- Additional costs will be incurred if the client requests changes outside the scope of the original order. For example, tailoring the CV to a specific job advert after the first draft has been produced.
- Your Career Optimiser cannot guarantee customers will receive interviews or job offers, as this is influenced by external factors including the quality of the other candidates and the suitability of the role.
- The use of documents completed by Your Career Optimiser constitutes acceptance of, and agreement with, the contents and layout.
- Your Career Optimiser accepts in good faith information that the information provided by you to be true. It is your responsibility to ensure the accuracy and veracity of information you provide and the information which is subsequently written into any document provided by Your Career Optimiser.
- No responsibility will be accepted for any information which is subsequently found to be false or misrepresented.
- Your Career Optimiser reserves the right to decline any client or assignment at our sole discretion.

Payments

- Full payment needs to be made before the 1st draft is received for documents or the first paid consultation.
- Payment of the invoice constitutes as acceptance of these Terms and Conditions.
- Payments from outside the UK or in currencies other than pounds sterling will incur additional charges.

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Refunds

- Once an order has been placed and the fee paid, there is no right of refund.
- Customer service and satisfaction is a top priority for Your Career Optimiser. If you are not satisfied with the documents and or service you receive, please detail your concerns in an email within 7 days of receipt of documents or service, and we will strive to rectify all complaints.
- If a client wishes to cancel their order before the first draft is received, a full refund will be given within 7 days of receiving the cancellation request.

Documents

- First drafts will be issued within 3 working days of final consultation, depending on the service ordered (assuming that all necessary information has been provided by the client, not including weekends and public holidays).
- Once you receive the final career support work, such as CV and Optimised LinkedIn Profile Report, it is your document, and you hold the final responsibility for ensuring its accuracy.
- If no change requests are received within 7 days of drafts being issued, Your Career Optimiser will assume approval of the document and close the order.
- Optimised LinkedIn Profiles are not uploaded, they are provided as a document for the client to copy and paste into their own LinkedIn Profile.

Privacy

- Your privacy matters and Your Career Optimiser takes your privacy very seriously.
- The information that you provide in documents you send, or during our email or telephone correspondence, is used solely for the purposes of providing advice to you or producing the documents ordered. Your data will never be sold or divulged to other organisations or third parties or used for any other purpose.
- Your personal data will be stored for up to 2 years. This ensures that additional services and customer service can be seamlessly provided to the highest of standards.
- If you wish to have your personal data removed from our database, please request this in writing, which we will action within 7 days of receipt.