

Terms & 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

- A 50% deposit is required before any work begins. This applies to all services, including document preparation and paid consultations.
- Work will not commence until the deposit has been received.
- Payment of the invoice constitutes acceptance of these Terms and Conditions.
- The remaining 50% balance is due within 5 working days of receiving the final drafts or completed service.
- Payments made from outside the UK or in a currency other than pounds sterling may incur additional charges from your bank or payment provider. Your Career Optimiser is not responsible for any such fees.

Refunds

- Once an order has been confirmed and the deposit paid, there is no automatic right to a refund.
- If a client wishes to cancel their order before receiving the first draft or service delivery, they must notify Your Career Optimiser in writing. In such cases, the deposit will be refunded in full within 7 days of receiving the cancellation request.
- If cancellation occurs after a first draft has been delivered, the deposit becomes non-refundable due to the time and resources already committed to the project.

- Customer service and satisfaction remain a top priority. If you are dissatisfied with the service or final documents, please submit your concerns via email within 7 days of delivery. Your Career Optimiser will review all complaints in good faith and aim to resolve them promptly.

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.