



Terms & Conditions of Service

Welcome to Resume Scribes, and thank you for choosing us as your employment and career resource. We look forward to working with you, and most importantly, getting to know you as we go forward in crafting your professional and custom resume or other professional writing project. Immediately following is our privacy policy.

Communication is essential in this business for success. The client agrees that they will reply promptly to all drafts, revisions, samples, and questions asked by Resume Scribes in a timely manner.

PRICING POLICY

Our pricing policy reflects the complete custom nature of the service we provide our customers; as well as the built-in professional coaching and guidance we constantly provide throughout services. It also reflects our ability to synthesize the entirety of one's professional experience, hobbies, interests, community involvement, dreams, education, trainings, etc., into a summary of one's professional story.

1. If the client fails to respond to any email or is not heard from by Resume Scribes for a 30-day period, the project or service will be considered complete and or closed. Any fees not paid when a client's project or service is closed are due immediately. No further changes or revisions will be made without an extra fee (not to exceed \$50.00) being incurred to reinitiate the project and/or service.
2. If services are rendered based on a promotional, payment plan, discount or reduced price and payment is later discovered or deemed invalid, void and/or late due to insufficient funds or lack of payment, client agrees to pay the full and regular purchase price of the item if the payment is not satisfied, or deficiency cured in three business days from the written or electronic request by Resume Scribes to do so.
3. Further, THE CLIENT has one months (30) days from acceptance of completed work to request an alteration, change, revision, or "touch-up" service without incurring any additional costs. Additional fees will apply for services after the one-month (30) days period.

FEES

1. Our fees for services are due in full, unless otherwise specified, when services commence. Commencement shall be construed when we undertake to write out the customer's resume questions. A considerable amount of time is put into crafting custom questions that pertain to our clients' resumes; therefore, once the construction thereof commences, the full fee is due.

LATE FEES

1. If the customer fee is not paid and the customers' project has been completed and submitted, a late fee of 8.5% of balance will be assessed every 30 days.
2. We reserve the right to report late fees and payments to credit reporting companies such as TRW and Experian.

DEFERMENT(S)

1. Payment deferments only apply and granted with full fee pricing. Deferments can be either $\frac{1}{2}$ and $\frac{1}{2}$ or $\frac{1}{3}$, $\frac{1}{3}$, $\frac{1}{3}$; unless otherwise detailed and specified.

DISCOUNT(S)

1. If a client receives a discount on our regular fee, the discounted fee is due immediately and before commencement of drafting client's resume questions.

SATISFACTION GUARANTEED

1. Resume Scribes is committed to your SATISFACTION GUARANTEED—so much so that we will be all too happy to perform (3) revisions, which include structural, content and style changes. If you are still unsatisfied, we will complete the three revisions and allow you to have all three professionally revised resumes with no additional charges. We are confident that you will be satisfied with our services.
2. Due to the custom nature of the services and products we provide, as well as the time invested in all of our services and products for our customers, we are unable to offer a money back guarantee.
3. Resume Scribe's Career Coaches and Career Development professionals will under no circumstances refund monies for related services.
 - a. Resume Scribes will not monetarily refund any editing or writing services whatsoever.
 - b. Resume Scribes will not monetarily refund any mock interview, career coaching, career development or corporate services whatsoever.
4. We will make every reasonable attempt to provide exemplary and satisfactory service.
5. While it is our policy not to refund our fee, we will, at our discretion, offer a partial credit to be used and applied to another product or service that we offer.

PRODUCT DELIVERY

1. We endeavor to complete all work in 3-5 business days; however, due to the custom and artistic nature of the products we custom craft for our clients, and the process of understanding and composing one's professional story, we may exceed our target delivery timeframe of 3-5 days—from time-to-time. We will make every attempt to deliver your product on time. In the event extra time is required on your project, we will notify you with an amended date of delivery. Your 3-5 days begins from the moment we receive your answers to our resume questions.
2. The final delivery of all resumes will be in PDF and Microsoft Word document format. We recommend utilizing the PDF version of your resume when applying for employment opportunities online.

DIRECT MARKETING SERVICES

1. Our direct marketing services are an added value to our clients that meet our internal qualification and standard for direct marketing. While we make every reasonable attempt to successfully market you to companies, we in no way guarantee our efforts will provide the intended results of securing an employment opportunity for you. All clients that do not qualify for this service can enjoy the service for a fee based on weekly and outreached efforts.

LIMITATION OF LIABILITY

1. Under no circumstances, including, but not limited to, negligence, shall Resume Scribes be liable for any direct, indirect, incidental, special, or consequential damages that result from the use of, or the inability to use, Resume Scribes materials. You specifically acknowledge and agree that Resume Scribes is not liable for any defamatory, offensive, or illegal conduct of any user. You acknowledge that Resume Scribes makes no claims or guarantees as to the accuracy or success of its services. If you are dissatisfied with any Resume Scribes material, or with any of Resume Scribes terms and conditions, your sole and exclusive remedy is to discontinue using Resume Scribes.
2. Resume Scribes is not responsible for any inability to access our services, temporary or otherwise. Resume Scribes is not responsible for any errors made in our service. By using Resume Scribes, you acknowledge the fact that not all errors, omissions, and problems can be detected by Resume Scribes and its editors. By using Resume Scribes, you acknowledge and assume that even after using our editing or writing services, errors might remain in your

document. Resume Scribes is not liable for any of these undiscovered errors. Resume Scribes is not responsible for the success of resumes or career related products. Resume Scribes does not guarantee jobs or employment success. Resume Scribes is not responsible for any actions that do or do not result from the use of Resume Scribes services, including, but not limited to, successful acquisition of a job or the failure to land a job, even on account of Resume Scribes services.

3. Notice of the risk of computer viruses. Resume Scribes is not liable in any way for any viruses that users of our service may acquire as a result of using our service. We make every attempt to prevent viruses from being transmitted, but by the nature of our activities on the internet, viruses may be transmitted either by us or by our independently contracted writers. Neither Resume Scribes, nor the independently contracted writers are liable or responsible for any viruses inadvertently transmitted and are not liable for any damages resulting from the transmission of viruses. It is the responsibility of every user of our service to remain vigilant in the prevention of viruses from coming into contact with their own computers.
4. Resume Scribes from time to time may employ writers who are independent contractors and Resume Scribes is not responsible for the behavior, conduct or liability of the writers that are engaged to perform writing services.
5. Resume Scribes does not warrant that the functions contained in its web site will be uninterrupted or error-free or that defects will be corrected.
6. Resume Scribes is not responsible or liable for any inability to deliver materials to our service.
7. Resume Scribes is not responsible or liable for any inability to receive materials from our service. This includes interruption of email transmission, invalid or incorrect email addresses, inability to view or print completed materials, or errors or omissions by the ResumeWriters.com staff.
8. Resume Scribes has links to Internet sites maintained by third parties. Resume Scribes does not operate or control in any respect any information, products, or services on these third-party sites. The materials on this site and the third-party sites are provided "as is" and without warranties of any kind either express or implied. To the fullest extent permissible pursuant to applicable law, Resume Scribes disclaims all warranties. Resume Scribes does not warrant that the functions contained in the materials will be uninterrupted or error-free or that defects will be corrected. Resume Scribes does not warrant or make any representations regarding the use or the results of the use of the materials in this site or in third-party sites in terms of their correctness, accuracy, timeliness, reliability or otherwise. You (and not Resume Scribes) assume the entire cost of all necessary maintenance, repair, or correction.
9. Resume Scribes has made NO express, implied, or other representations about what its service will do to a client's chances of landing a job, getting an interview, or utilizing our career development tools. Resume Scribes disclaims any and all implied or express warranties, including but not limited to, merchantability and fitness of products as well as services for a particular purpose. Users of Resume Scribes agree to hold Resume Scribes harmless from any career, professional, criminal, or civil proceedings brought about by their own negligent or intentional furnishing of false or misleading information.

Governing Jurisdiction

1. All Legal Matters, Arbitration, Dispute Resolutions or Claims Shall Be governed by the laws and statutes of the State of California.

Copyright and Trademark Information

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