ELITE RÉSUMÉS, LLC

CLIENT SERVICE AGREEMENT

Smyrna, Tennessee | www.eliteresumes.org

This Client Service Agreement ("Agreement") establishes the terms between Elite Résumés, LLC ("Elite") and the individual purchasing services ("Client").

Elite is committed to delivering personalized, high-quality career services through a collaborative and efficient process. Timely communication and active participation are essential to meeting our service commitments.

1. Services & Project Scope

Elite provides professional résumé writing, LinkedIn optimization, cover letters, executive biographies, career coaching, interview preparation, federal and military-transition résumés, and compensation consulting.

The services, deliverables, and fees for each engagement are confirmed in writing before payment. Services outside the agreed scope, including additional résumé versions or substantial changes in career direction, require a separate quote and Client approval.

2. Client Responsibilities & Documentation

Following the introductory consultation, Clients must provide all outstanding information and documentation within **two (2) business days**, unless otherwise agreed in writing.

Required materials may include:

- Current or previous résumé and relevant employment history.
- Two to three representative target job postings, identifying a preferred target when possible.
- Relevant accomplishments, certifications, awards, evaluations, and supporting documents.
- Responses to outstanding questions identified during the consultation.

Clients Without an Existing Résumé

Clients who do not have a current or previous résumé must provide, in writing through Elite's designated intake process, the following minimum information for each position held:

- Employer or company name.
- Job title.
- Employment start date (month and year).
- Employment end date (month and year), or confirmation that the position is current.

This information is required to establish an accurate chronological employment history. Elite will not reconstruct employers, job titles, or employment dates based solely on verbal discussions or assumptions.

Additional information regarding responsibilities, accomplishments, and qualifications may be requested to develop the résumé.

The project will not enter active production until the required employment history has been submitted and reviewed for completeness.

All Clients must submit documentation through Elite's designated intake process unless an alternative is approved. Clients are expected to provide organized, relevant materials rather than excessive or duplicative documentation. Substantial additional research or review of previously undisclosed materials may require a revised timeline or additional fee, subject to advance approval. Clients are responsible for the accuracy and completeness of all information provided.

3. Project Timeline & Communication

Standard résumé projects target completion within ten (10) business days after the project officially begins.

A project begins when:

1. The introductory consultation is complete.
2. The Client has accepted this Agreement.
3. Full payment has been received.
4. All required information, employment history, and target job postings have been provided.
5. Elite has confirmed the intake is complete and established the production start date.

For standard résumé engagements, Elite generally targets delivery of the first draft within three (3) business days after production begins.

Clients must respond to requests for information, approvals, and draft feedback within **two (2) business days**.

Elite will generally respond to routine Client communications within two (2) business days.

Business days are Monday through Friday, excluding federal holidays and announced business closures.

Delivery timelines are estimates dependent upon project complexity, Client responsiveness, and agreed scope. Specialized engagements may require longer timelines.

Delayed Client responses suspend previously communicated delivery targets until Elite establishes a revised schedule.

4. Revisions & Changes in Scope

Standard résumé engagements include **two (2) rounds of reasonable revisions** consistent with the original career targets and project scope.

Each revision round consists of one consolidated submission of Client feedback and Elite's corresponding revisions.

Clients must provide feedback within two (2) business days of draft delivery.

Revisions are intended to correct, clarify, or refine existing content. The following may require additional fees and adjusted timelines:

- Changing primary career targets or industries.
- Adding substantial new employment information.
- Introducing extensive documentation after drafting begins.
- Requesting additional résumé versions or complete rewrites.
- Requesting more than two revision rounds.

Additional work may be billed at **$75 per hour**, or another agreed fixed price, with the Client's written authorization before work begins.

Unused revision rounds are not refundable or transferable.

5. Client Inactivity, Project Holds & Closure

Elite maintains defined project timelines to ensure fair scheduling and timely service for all Clients.

Two (2) business days: Failure to provide required information, feedback, or approvals may result in an administrative hold and cancellation of the original delivery schedule.

Seven (7) calendar days: Elite may issue a written reminder identifying outstanding requirements and notifying the Client of potential project closure.

Fourteen (14) consecutive calendar days: If the Client remains unresponsive to a required project request, Elite may administratively close the engagement following written notice.

These standards apply throughout the engagement, including before the initial draft.

Clients who return after an extended absence are not guaranteed immediate service or reinstatement of their previous production schedule.

Reactivation of a closed engagement is subject to Elite's availability, the original project scope, and any applicable reactivation or additional-service fees disclosed and agreed upon in writing.

6. Payment, Cancellation & Refunds

Payment is required in full before services begin unless otherwise agreed in writing.

Elite accepts payment through approved secure payment methods. Applicable charges will be disclosed before payment authorization, and an electronic payment confirmation or receipt will be provided.

A **25% military discount** is available to verified active-duty service members and veterans on eligible services, subject to approved pricing terms.

Because Elite provides individualized professional services, cancellation and refund eligibility depend on the work completed at the time of cancellation.

- **Before substantive work begins:** Any refund will account for applicable law and any separately agreed, lawful charges for services already performed.
- **After work begins:** Charges for documented consultation, research, analysis, writing, and other completed services may be retained to the extent permitted by law.
- **After draft delivery or substantial completion:** Refund eligibility may be limited based on the services already performed.
- **Following administrative closure:** Any refund due will be determined according to work completed, the accepted engagement terms, and applicable law.

Elite may terminate services for nonpayment, material violation of this Agreement, threatening or abusive conduct, or requests involving misrepresentation or unethical activity.

Termination does not automatically result in forfeiture of all payments. Any applicable refund or final account adjustment will be communicated in writing.

7. Communication Standards

Official project communication must occur through Elite's designated business email or approved client communication system.

Text messages, social media messages, screenshots, and informal communication are not approved methods for submitting project documentation unless specifically authorized.

Clients should submit questions and revision feedback in a consolidated, organized manner whenever practical.

Requests outside regular business hours, on weekends, or during announced closures do not require immediate responses.

Expedited work is subject to availability and additional fees agreed upon in advance.

8. Accuracy, Confidentiality & Ownership

Clients are responsible for providing truthful and accurate information regarding employment, education, certifications, professional accomplishments, and other qualifications.

Elite will not knowingly fabricate credentials, work history, or professional achievements.

Elite treats Client information as confidential and uses reasonable safeguards when handling career documents and personal information. Authorized service providers may access information as necessary to deliver contracted services under appropriate confidentiality protections.

Upon payment and completion, Clients may use their final customized deliverables for personal career purposes.

Elite retains ownership of its pre-existing templates, methodologies, and business materials. Identifiable Client information or testimonials will not be used publicly without appropriate permission.

9. No Guarantee of Employment or Compensation

Elite provides professional career services designed to improve the presentation and positioning of a Client's qualifications.

Elite does not guarantee interviews, employment offers, promotions, job placement, or specific compensation outcomes.

Compensation analyses reflect professional methodologies and market information available at the time of the engagement. Actual employment and compensation outcomes are influenced by factors outside Elite's control.

10. Agreement & Electronic Acceptance

By signing this Agreement, the Client acknowledges and accepts the service scope, payment terms, communication requirements, project timelines, revision limitations, and inactivity and closure procedures described above.

The accepted Agreement, together with the written service quote or order, governs the engagement unless subsequently amended by mutual written agreement.

This Agreement is governed by applicable Tennessee law, subject to any other law that must apply.

Elite Résumés Representative: _____

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