



Elite Resumes - Client Service Agreement

This Client Service Agreement ("Agreement") outlines the terms and conditions between you ("Client") and Elite Resumes, LLC ("Elite Resumes," "Company," "we," or "our"). By proceeding with payment, you acknowledge that you have read, understood, and agree to the terms outlined below.

1. Services Offered

Elite Resumes provides customized career services including, but not limited to:

- Resume Writing (Corporate, Executive, Federal, Military Transition, Academic, and Student)
- LinkedIn Optimization
- Cover Letter Development
- Executive Bios and Branded Assets
- Career Coaching and Interview Preparation
- Salary Analysis and Compensation Consulting

Federal resume services and advanced consulting projects (e.g., compensation analysis) may be quoted following document review.

2. Client Responsibilities

Clients agree to:

- Provide all necessary documentation, including current resumes, performance reviews, job descriptions, target postings, and/or other materials discussed during the intro call.
- Respond to requests for feedback, clarification, or approvals within a timely manner (ideally within 2-3 days).
- Understand that delay in providing materials or approvals will delay delivery of services.

3. Project Timeline

Typical timelines vary by project type and complexity. Draft I is generally delivered within 7-14 business days after receipt of all required documentation and payment. The project is considered active for 14 calendar days following delivery of Draft I. Clients who fail to respond within this timeframe will experience delays and reactivation fees.

4. Revisions Policy

Each service includes up to two rounds of reasonable revisions within the 14-day project window. Additional revisions beyond scope or timeline may be billed at \$75/hour. Revisions must align with the original project scope discussed during the introduction call.

5. Payment Terms

Payment is due in full prior to project commencement. Elite Resumes accepts payment via GoDaddy secure checkout, PayPal, or Venmo. A 3.5% processing fee applies to all electronic transactions. A 25% military discount is available to verified veterans or active-duty service members.

6. No Guarantee of Employment or Compensation

Elite Resumes does not guarantee job placement, interviews, or compensation outcomes. Resume and coaching services are designed to optimize presentation, visibility, and strategy but cannot replace employer selection criteria.

For salary analysis and compensation consulting, we utilize industry best practices and paid, employer-reported compensation data sources accurate at the point in time of analysis. Market data is subject to change based on supply, demand, economic conditions, and geography, and Elite Resumes is not liable for future data shifts or employer negotiation outcomes.

7. Confidentiality

Elite Resumes treats all client information with strict confidentiality and will never share personal documents or career details without explicit written consent.

8. Ownership and Usage Rights

All resume, LinkedIn, and branding documents delivered are the intellectual property of the Client for personal use only. Elite Resumes retains the right to use anonymized work samples for portfolio or training purposes unless otherwise requested in writing.

9. Communication Boundaries

We respect your time and request the same. All communication should take place via email unless otherwise arranged. Excessive follow-up, scope creep, or requests outside of agreed-upon services may result in project cancellation or additional fees.

10. Termination of Service

Elite Resumes reserves the right to terminate service if the Client is unresponsive for 14 consecutive days, displays unprofessional conduct, or fails to remit payment. In such cases, no refunds will be issued.

By submitting payment, you confirm your understanding and agreement to these terms.

Elite Resumes, LLC
Smyrna, Tennessee
Leslie Maynard, Owner
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