

# Terms and Conditions

## CV TEMPLATE AND EDITING SERVICE

### Procedure of products and services

Template Service is selecting a CV template that suits your needs, purchasing the CV template provides direct access to the template once the payment has been made.

Editing Service, applicant will need to provide all information needed by Career of the Day to complete the CV editing service PRIOR to CV service commencing.

Applicants will ensure that they provide Career of the Day with the correct email address to receive edited CV in Microsoft Word Doc format.

Providing applicant advises Career of the Day of any information changes before final product is produced, Career of the Day will email a final product within 48 hours of payment.

### **Policy**

This service will commence when Career of the Day receives from the applicant the payment in full

### **Termination of Personal Information**

Upon request, Career of the Day will be able to destroy all documentation in regards to CV after this service has been provided in full.

### **Refund policy**

A full refund will be issued, if service is not delivered within 48 hours and or customer is not fully satisfied with completed version.

Should we choose to not continue with your CV, we reserve the right to discontinue our service and we will refund your money in full to your nominated account.

### **Dissatisfaction with service**

Should you not be satisfied with the edited CV provided, you will be able to make up to 2 changes within 48 hours of when the final product was sent to you. Dissatisfaction and grievances will need to be clear and direct, please follow process below.

Where a customer has a grievance concerning a decision or a situation, the customer has the right to raise the grievance and to have that grievance considered with courtesy, in a timely fashion, and without fear of prejudicial treatment.

The following table sets out the procedures which the customer should follow when they have a grievance.

	<b>Step 1: Informal Process</b>	<b>Step 2: Formal Process</b>
<b>Dissatisfaction with level service from Career of the Day</b>	Raise the matter with the staff member concerned- it could be a simple miscommunication.	Lodge a complaint with the relevant business manager in writing. Matter will be resolved within 30 days