

SERVICE CONTRACT

This contract is between the party who submits payment for this order (hereinafter referred to as Client) and World Class Résumés (hereinafter referred to as WCR).

Fees are for service(s) requested. **Services commence upon start of interview (Premium Service) or transmittal of résumé development worksheet to Client (Standard Service).** All services will be completed in a timely manner, subject to acts of God, equipment failure, and other circumstances which are beyond the control of WCR. For résumé and cover letter development projects, a proof copy will generally be provided within five to ten business days of the interview of Client or receipt of completed résumé development worksheet, unless otherwise specified. The delivery date for updates, reformats, and other special projects is by agreement.

All writing projects include preparation of an initial draft and up to two rounds of revisions. Client must review proof copies and request revisions (by providing specific instructions for changes in writing) within two weeks of receipt unless special arrangements are made with WCR. Revisions requested outside of this two-week period are subject to additional charges at the current hourly rate (\$80 per hour, charged in 15 minute increments). Furthermore, work must be approved within 30 days of the receipt of draft materials. After 30 days, all projects will be considered approved and complete, and additional work will be billed as a new project.

Client agrees to provide true and accurate information for inclusion in résumés, cover letters, and other documents. WCR will not confirm or attempt to verify information provided by Client and will not be responsible for the accuracy or truthfulness of the information provided by Client. Client will hold WCR harmless from claims by third parties based on any inaccuracy of information in the résumé, cover letter, or other provided documents.

Résumés, cover letters, and other writing projects will be prepared as Word documents and will be transmitted as e-mail attachments unless other arrangements are made. WCR will work with Client to resolve minor formatting issues, but cannot guarantee that electronic files will retain their original formatting features when opened by Client or be compatible with all computer systems.

While documents provided are electronically checked for spelling and grammar, **Client is responsible for final proofing. Once a draft is approved, Client assumes all responsibility for documents.** Requests for revisions following approval are subject to additional charges at the current hourly rate (\$80 per hour, charged in 15 minute increments).

Writing projects are creative services, and as such, are not cancelable (nor fees paid refundable) once creative work begins. However, WCR stands behind all work and will rewrite any résumé that does not generate interviews after 45 days, provided it has been marketed properly using a variety of routes. To qualify for rewrite services, Client must provide documentation of job search efforts. Rewrite services are limited to the presentation of information already available to WCR and does not include the addition of any new information.

Orders may be canceled before creative work begins; however cancellations are subject to a \$50 service fee. Creative work begins at the completion of the interview (Premium Service) or receipt of completed résumé development worksheet (Standard Service). In the event of default of payment, Client agrees to pay 18% interest annually on the unpaid balance and the maximum permitted by applicable state law for delinquent accounts and returned checks, plus legal fees and any other costs of collection.

WCR is not responsible for delays caused by unforeseen circumstances, such as computer problems, e-mail delivery problems, or any other cause beyond the control of WCR or Client. Further, it is the responsibility of Client to notify WCR if documents are not received by the expected delivery date.

Written projects remain the intellectual property of WCR and are bound by copyright law, which prevents Client from allowing a third party to utilize any of the materials or products developed by WCR.

By submitting an order, Client indicates his or her agreement with the terms and conditions stated herein and authorizes the work described in the order form.