

Terms of Service - Career Elite Group CV Writing & Digital Template Services

Welcome to Career Elite Group! These comprehensive Terms of Service ("Terms") govern the provision of CV writing services between Career Elite Group ("we," "our," or "us") and the prospective customers ("you" or "your"). By purchasing our CV writing services and use of digital templates, including CV templates, career templates, and eBooks/guides, you acknowledge that you have read, understood, and agree to be bound by these Terms. Please read them carefully before making a purchase.

1. Services Description:

1.1 Career Elite Group offers professional CV writing services designed to enhance your career prospects and improve your job application success rate. Our experienced team of writers will collaborate closely with you to create personalized and compelling CVs tailored to showcase your skills, accomplishments, and potential.

1.2 Career Elite Group supplies a wide variety of superior, copyright-protected digital templates. This includes but is not limited to CV templates, career templates, and detailed eBooks and guides designed to meet the needs of individuals looking to improve their professional documents and personal development activities. Customers (you) are authorized to securely purchase and download these resources strictly for your personal use, thereby ensuring a smooth, efficient experience while improving your professional persona.

2. Ordering Process:

2.1 To initiate the CV writing service, you must place an order through our website or any other designated channels. Upon successful payment confirmation, you will receive an email containing a link to our proprietary Client Discovery Form. This form will request comprehensive details about your career aspirations, skills, experience, education, and more. You must fill out this form thoroughly within 2 working days of placing your order. It is vital to provide accurate and up-to-date information in the Client Discovery Form, including personal details, employment history, and any data relevant to crafting your CV. Any incorrect or incomplete information provided by you may result in delays or errors in the delivery of the service. You are responsible for ensuring the accuracy and completeness of the details you provide. Additionally, you will be asked to upload your most recent CV in this form if you have one, or alternatively provide a document outlining your past roles, employers, and employment dates. This will serve as a foundation for your writer. The Client Discovery Form submission, along with any follow-up communication, provides the necessary information for your assigned writer to begin work on your CV. After you submit the completed Client Discovery Form, your designated writer will reach out to you via email within 2 (two) working days. The writer will introduce themselves, confirm receipt of your form, and notify you if any additional details or clarification is needed before commencing work on your order. It is important to respond promptly to any follow-up questions from your writer to avoid potential delays.

2.2 To purchase our digital templates, simply browse our website's collection of CV templates, career templates, eBooks, and guides. Once you have selected the templates that meet your needs, proceed to the checkout page. At the checkout, provide the necessary payment details and complete the purchase. Upon successful payment, you will receive an immediate download link to access your purchased templates. Please ensure to download the templates promptly, as the link may have

an expiration date. For any inquiries relating to template downloads, please contact us at info@careerelitegroup.com.

3. Expedited Delivery:

You may select our expedited express delivery as an add-on option during the initial checkout process for your order. Choosing this express upgrade for a fee of £55 changes the standard 5 working day delivery timeline to expedited 2 working day delivery.

Should you require an expedited delivery after already completing your purchase, you can also request this by emailing info@careerelitegroup.com. Our customer service team is available to arrange the expedited upgrade for you. Upon receiving your expedited request, our team will provide a secure payment link to complete the £55 express fee. Your expedited status will only be confirmed once this payment has been successfully processed.

The expedited 2 working day delivery timeframe will commence the business day after we receive your express upgrade payment, provided no further information is required from you. If additional details are needed, your writer will confirm the express delivery date once all required information has been received.

4. Service Delivery (CV Writing):

Upon receiving your order, completed Client Discovery Form submission, and any necessary follow-up information requested, your assigned writer will begin working on your order within the timeframe specified during the ordering process. While we strive to deliver high-quality CVs within the specified timeframe, we do not guarantee any specific results, job offers, or interview invitations as outcomes of using our services.

5. Limitation of liability:

In no event shall Career Elite Group, its affiliates, their licensors, service providers, agents, employees, officers, or directors be liable for damages of any kind, under any legal theory, arising out of or in connection with your use, or inability to use, our CV writing services, or any digital template purchased from our online store, any websites linked to or from it, any content on our website or such other websites, or any services or items obtained through our website or such other websites. This limitation of liability includes but is not limited to, any direct, indirect, special, incidental, consequential, or punitive damages, even if foreseeable.

Such damages include, but are not limited to, personal injury or bodily harm, emotional distress, loss of revenue or profits, loss of business or anticipated savings, loss of use or functionality, loss of goodwill, loss of data or information, and missed deadlines.

This limitation applies whether the damages are caused by tort (including negligence), breach of contract, or otherwise, regardless of whether Career Elite Group was advised of the possibility of such damages.

Exceptions:

The limitation of liability stated above does not affect any liability that cannot be excluded or limited under applicable law. In such cases, our liability shall be limited to the extent permitted by law.

Assumption of Risk:

By using our CV writing services and/or any digital template acquired from our online store, you acknowledge and agree that using any services obtained through our website is at your own risk. You assume full responsibility for any consequences that may arise from the use of our services.

Third-Party Services:

Career Elite Group may provide links to third-party websites or services as a convenience to our customers. We do not endorse or assume any responsibility for the content or services provided by these third-party websites. Your use of any third-party services is at your own risk, and you are subject to the terms and conditions of those third-party websites.

Indemnification:

You agree to indemnify and hold Career Elite Group, its affiliates, and their respective employees, officers, directors, agents, and licensors harmless from any claims, liabilities, damages, judgments, awards, losses, costs, expenses, or fees (including reasonable attorneys' fees) arising out of or relating to your use of our CV writing services and/or any digital template acquired from our online store, or any violation of these Terms.

6. Payments:

Payment in full is required for all orders of Career Elite Group's CV writing services and/or any digital template acquired from our online store. The total cost will be specified during the ordering process and must be paid in full before we begin work on your CV or before any digital template becomes available for download. By placing an order, you authorize us to charge your credit/debit card for the total amount due.

All credit/debit card payments are subject to validation checks and authorization by the card issuer. Upon acceptance of your order, we will debit your credit/debit card to ensure that sufficient funds or credit are available in the account. In the event that your card issuer refuses to authorize the payment, we shall not be liable for any delay or non-delivery of services. Furthermore, we are not obliged to inform you of the refusal.

In the unlikely event of a suspected error in billing your credit/debit card, our policy is to provide a full and immediate refund. The refund will be initiated pending further investigation by the management team to verify the billing discrepancy. We will make reasonable efforts to complete the investigation promptly and communicate the findings to you.

All prices for our CV writing services and/or any digital template acquired from our online store are quoted in the local currency of the client's location/IP address at the time of service provision and are inclusive of any applicable taxes unless otherwise stated. You are solely responsible for any additional fees, taxes, or duties imposed by your local authorities or financial institutions related to the payment for our services.

We take payment security seriously and use secure, encrypted payment gateways to process credit/debit card transactions. Career Elite Group shall not be held liable for any unauthorized access, loss, or misuse of your credit/debit card information while using our website or payment processing systems. However, we will promptly notify you in the event of any known security breach.

If you believe a billing error has occurred or have concerns regarding the payment process, please contact our customer support team as soon as possible. We will investigate the matter promptly and work with you to resolve any legitimate disputes or payments-related issues.

We accept various payment methods, as specified on our website and during the ordering process. These may include credit cards, debit cards, or other payment options made available from time to time. Unless otherwise stated, our CV writing services and/or any digital template acquired from our online store do not include automatic renewal. You will need to place a new order if you wish to use our services again after the completion of your initial order.

7. Complaints:

At Career Elite Group, we take complaints seriously and are dedicated to providing excellent customer service. If you have any concerns or issues related to our CV writing services, we encourage you to contact us in writing through our designated channels, such as email or our website's contact form. We promise to respond to all complaints within a maximum of 2 (two) business days from the time of receipt. Our telephone staff are not authorized to handle complaint matters but will redirect you to the appropriate channels for submission.

Upon receiving your written complaint, our team will conduct a thorough investigation with fairness and impartiality. We value your feedback and aim to address the issue promptly and to your satisfaction. If we find your complaint to be valid, we will take appropriate measures to rectify the situation, which may involve offering revisions, partial refunds, or other remedies.

In the unlikely event that we are unable to resolve your complaint to your satisfaction, we welcome the option of arbitration. Arbitration provides an opportunity for a neutral and mutually agreed independent third party to review the details of the complaint and make a decision based on the information presented by both parties. We are committed to participating in good faith in the arbitration process and accepting the arbitrator's decision.

Please be assured that all complaints and their resolutions are handled with the utmost confidentiality, and records are maintained solely for the purpose of addressing complaints and improving our services. Your satisfaction is paramount to us, and your feedback helps us continuously improve the quality of our CV writing services. If you encounter any issues or have complaints, do not hesitate to contact our customer support team at info@careerelitegroup.com. We value your trust in Career Elite Group and will work diligently to address any concerns you may have.

8. Turnaround Times:

Our turnaround times are provided as guidelines and not as guarantees. We aim to deliver high-quality CV orders within the specified timeframes, but please be aware that individual project complexities and unforeseen circumstances may impact the delivery schedule.

If you have selected expedited express delivery during checkout for a fee of £55, your order will be delivered within a faster 2 working day timeframe. Expedited orders are prioritized for more rapid completion.

For standard 5-day delivery:

Upon placing your order, you will receive an email prompting you to complete our online Client Discovery Form. We ask this be completed as soon as possible and no later than 2 (two) working days from the point of your order. Once submitted, your information will be assigned to a dedicated CV writer who will review your form details and introduce themselves via email within 2 business days.

The writer will either request additional information needed or confirm the commencement of your project and provide you with a scheduled delivery date, guaranteed within 5 working days. If extra details are required, the writer will notify you by email. We value the importance of understanding your specific requirements before commencing work on your CV order. We do not begin writing until the writer has received and confirmed all necessary information from your form submission and follow-ups. Additionally, our writers operate from Monday to Friday, between the hours of 9 am and 5 pm (BST).

Please bear in mind that during busy periods, it may take longer to assign your writer, but we will inform you as soon as possible with revised timescales should this be the case.

Please be aware that the time required to create a well-crafted CV order may vary depending on each client's unique circumstances and the level of customization required. As a result, we cannot be held responsible for missed application deadlines.

To ensure ample time for the CV writing process, we recommend engaging our services a MINIMUM of 10 (ten) business days before your application deadlines. By doing so, you allow us the opportunity to deliver a CV that truly showcases your qualifications and achievements.

It is important to understand that missed deadlines do not qualify for refunds. We are committed to providing a valuable service and will diligently work to meet your requirements, but due to the personalized nature of our work, refunds for missed deadlines cannot be issued.

We are dedicated to your success and will do our best to meet your expectations within the specified timeframes. Should you have any concerns or require further clarification on our turnaround times, please do not hesitate to contact our customer support team.

9. Delivery Format:

When working on your CV service drafts, we will provide initial draft files in Microsoft Word 2019 formats. While we make every effort to ensure compatibility with various computer systems, we cannot be held liable for any incompatibility issues that may arise due to your individual computer setup. However, we undertake to assist you to the best of our ability in resolving any such issues and will provide alternative, more suitable formats if feasible.

Once you have signed off on your documents as finalized, we will supply the completed CV and any associated cover letter services in both Microsoft Word and PDF formats. This provision in dual formats ensures maximum compatibility and flexibility for your personal use and distribution.

It is important to note that IT support falls outside our field of expertise. If we encounter challenges in agreeing upon a resolution to compatibility issues, it will be the user's responsibility to seek appropriate professional IT support at their own expense. We

appreciate your understanding that resolving intricate technical matters might require specialized expertise beyond our scope of services.

Additionally, we want to clarify that we do not create editable documents in Apple Pages, Google Docs, or any other editable format other than Microsoft Word.

We value your satisfaction and strive to provide our CV service drafts in formats that meet your requirements to the best of our ability. Should you have any questions or concerns regarding the delivery format, please do not hesitate to contact our customer support team for further assistance.

10. Project Completion:

At Career Elite Group, we are dedicated to ensuring your satisfaction and delivering CV service drafts that meet your expectations. We work with you until you are completely satisfied, offering unlimited revisions within 7 (seven) working days of delivering the initial drafts. We aim to turn around all revisions within one working day.

However, if we do not receive any requests for revisions or amendments within this 7 (seven) working day period, we will assume you are content with your drafts and will subsequently close your order. If you wish to request changes after this period, you can request revisions subject to our terms and conditions contained in the Revision Policy below.

Once you have signed off your order as finalized or if an order has been classified as closed due to a lack of contact, please be aware that we cannot reopen your order for further revisions. If you subsequently wish to have a new CV drafted, or if you require additional services, such as a cover letter or a LinkedIn audit and optimization service, please contact us at info@careerelitegroup.com. We will then assist you with arranging payment and order allocation.

We appreciate your understanding and cooperation in providing feedback in a timely manner, as it enables us to continue offering excellent service and meeting your needs effectively. Your feedback is crucial in fine-tuning the drafts and ensuring that the final product aligns with your requirements and expectations.

Rest assured that our team is dedicated to assisting you throughout the CV writing process, and we are committed to delivering exceptional results that contribute to your career success.

If you have any questions or need further clarification, our customer support team is available to assist you.

11. Revision Policy

As part of our unwavering commitment to ensuring 100% customer satisfaction, we proudly offer an extensive revision policy for your CV. Upon delivery of your order, we guarantee to revise your CV on an unlimited basis within a 7 (seven) working day timeframe at no additional cost. Our dedicated team of professional writers will diligently work with you to fine-tune your documents until they meet your desired standards.

Revision Requests Beyond One Week:

Should you require further revisions after the initial one-week period, we offer continued support to address any additional changes you may have. However, please note that revision requests made beyond the 7 (seven) working day period will be subject to a nominal fee of £10 per request. This fee helps us sustain the quality of our services and ensures that our writers can dedicate sufficient time and attention to refining your CV.

Communication and Project Completion:

We value effective communication with our clients. In the event that we do not receive any revision requests or communication from you within a 7 (seven) working day period following the delivery of your order, we will assume that the CV has successfully met your expectations. Consequently, we will consider the project complete, and the order will be marked as final. However, even after the project's completion, we remain committed to your satisfaction and will be available to address further inquiries or concerns.

No revision policy:

As digital templates, including CV templates, career templates, eBooks, and guides, are non-tangible products, we do not offer a revision policy for these items. Once a purchase is made and the templates are downloaded, the transaction is considered final, and no refunds will be provided. We encourage customers to carefully review the templates' descriptions and preview images before completing their purchase. Our digital templates are meticulously crafted to meet the highest quality standards, ensuring a valuable and seamless user experience. If you have any questions or need assistance with your purchase, please do not hesitate to contact our customer support team for prompt and reliable support.

12. Personal Document Preferences:

Our team of CV/resume writers consists of experienced professionals from the Recruitment and HR industry. They are skilled in crafting documents using current standards and keywords to increase your chances of being selected for an interview. Please note that CV/resume writing is a bespoke and personalized service, and your personal preferences may differ from the industry standards our writers adhere to.

If you request to deviate from the advice provided by our writers, it may affect the effectiveness of your CV/resume in increasing interview opportunities. In such cases, we cannot guarantee the interview increase, and no refunds will be provided. However, our writers will do their best to accommodate your preferences while ensuring that the final document meets professional standards and maximizes your chances of success.

13. CV/Resume Length:

Our CV/resume packages are limited to a maximum of three pages. We strongly advise against exceeding this length for the vast majority of professions, regardless of the amount of work experience. Maintaining brevity and relevance is crucial in capturing the attention of potential employers.

If you require a longer CV, typically utilized for professions such as lawyers, medical practitioners, and those in an academic position (professors, lecturers, etc.), it will be classified as an Academic CV. In such cases, you will be required to pay the difference between the standard CV/resume rate and the Academic CV rate. Rates for Academic CVs are calculated on a case-by-case basis. If you have questions about this, please get in touch with our customer service team to discuss further.

14. Communication with your Writer:

To ensure efficiency and effective collaboration, all communication will be conducted via email after the placement of your order. Your assigned writer will introduce themselves by email and request any additional details needed to complete your project successfully.

Phone or video consultations are not part of our standard service. All correspondence will take place through email to provide prompt and streamlined communication.

Please respond promptly to any emails from your writer to avoid potential delays. Maintaining open communication channels is vital for delivering your CV within the guaranteed 5 working day turnaround time.

Any subsequent revisions or amendments to the CV or other documents should be highlighted by the customer (you) and discussed via email to ensure accurate tracking and seamless collaboration. Additionally, all final documents and deliverables will be provided to the customer via email for their convenience and ease of access.

15. Intellectual Property:

You acknowledge and agree that all copyright, trademarks, and all other intellectual property rights in all material on our website, including site design, structure, graphics, products, and all software and source codes connected with our website, shall at all times remain vested in us or our licensors. This includes all the content and creative elements present on our website.

You are permitted to use this material only as expressly authorized by us. This authorization grants you the right to access, view, copy, and/or print pages from our websites for your personal, non-commercial use only. The purpose of this access is to allow you to evaluate our services and determine whether to place an order with us.

Any other use of the material within our website is strictly prohibited. This means that you are expressly prohibited from:

- Reproducing, distributing, or transmitting any material from our website for commercial purposes without our explicit permission.
- Modifying, adapting, translating, or creating derivative works based on the material available on our website.
- Selling, renting, sublicensing, or leasing any part of our website or its content.
- Using our website or its content for any unlawful or unauthorized purpose.
- Any unauthorized use of our website material may violate copyright laws, trademark laws, and other intellectual property laws. We take intellectual property rights seriously and will take appropriate legal action against individuals or entities found to be infringing upon our intellectual property rights.
- If you wish to use any material from our website for purposes other than those explicitly permitted, you must seek our prior written consent. Please contact us at info@careerelitegroup.com to request permission and provide details about the intended use.

By accessing and using our website, you acknowledge and agree to abide by these Intellectual Property terms. We value and protect our intellectual property rights, and we

appreciate your cooperation in respecting these terms and using our website's material responsibly.

16. Copyright Policy for Products Offered in our Digital Store:

The digital templates, eBooks, and guides provided by Career Elite Group are the copyrighted intellectual property of Career Elite Group, protected by the relevant intellectual property laws. As the rightful copyright owner, Career Elite Group retains all rights to these templates, eBooks, and guides.

Customers are granted a non-exclusive, non-transferable license to use the template for their own personal use only. This includes the use of customized CV templates as part of job application processes and interviews. You may print physical copies of the templates for your personal use and share these customized versions as required by your personal, professional engagements. However, under no circumstances are you permitted to reproduce, distribute, or share the original, uncustomized templates.

The prohibition against reselling, redistributing, or sharing the original templates extends to all situations, regardless of whether proper attribution is provided to Career Elite Group. Each individual intending to use a template must purchase their own copy directly from Career Elite Group.

You are permitted to make edits, modifications, or customizations to adapt the templates to suit your specific requirements. Please note, however, that while you may personalize the templates to your liking, the original components created by Career Elite Group remain copyrighted material and the sole property of the company. Any alterations made do not grant ownership or transfer of copyright to the modified template. The copyrighted elements remain under the ownership and protection of Career Elite Group.

By purchasing and downloading the template, you acknowledge and agree to abide by these usage restrictions. Any violation of this clause may result in legal action in accordance with applicable laws and regulations.

17. Refunds & Cancellations:

At Career Elite Group, we provide professional bespoke writing services tailored to your unique needs. Please note that there is no trial or grace period once you purchase a writing service. The service involves significant time and effort in critiquing, researching, drafting, writing, and proofreading your new documents. You are purchasing the time and expertise of our writers rather than a tangible product.

As CV/resume writing is a personalized and tailored service, we cannot offer full refunds once your project has been assigned to a writer. Our refund policy is as follows:

Cancellation before Project Assignment:

If you wish to cancel your order before your project has been assigned to a writer, we will issue you a full refund minus 10% for payment processing and administrative costs.

Cancellation during Project Drafting:

If you wish to cancel your order while it is being drafted, please email your writer as soon as possible. The writer will inform you about the number of hours already worked on your

project, and we will charge you for the work already completed at an hourly rate of £30 per hour.

Cancellation after Receiving First Drafts:

If you wish to cancel your order after you have received the first drafts of your document(s), we will not issue a refund unless we are in breach of our terms and conditions. However, we will continue working on your project until you are 100% happy, or if needed; we will reassign your order to another writer.

Refunds After 60 Days:

Under no circumstances will we issue monetary refunds after 60 (sixty) days from the placement of your order. Approved refunds for orders placed more than 60 (sixty) days ago will be provided in the form of a credit voucher, which can be redeemed on our website with no expiry date.

As a bespoke writing service, you should expect multiple drafts and revisions before receiving the finished product. To ensure your satisfaction, we offer a 100% satisfaction guarantee. Our writers will work with you throughout the revision process until the final draft meets your expectations.

If you are unhappy with the work by your assigned writer, you may speak to our management team, and if deemed necessary, we will change your writer free of charge. In such cases, the delivery time of 3 (three) business days (following the consultation call) will restart to ensure the new writer is entirely up to speed on the current scope of the project.

Refunds will not be issued for missed deadlines, as project lifecycles vary based on individual needs and specifications. While we strive to complete first drafts within 3 (three) business days of your initial consultation, we recommend starting the process at least 10 (ten) business days before application deadlines to ensure that your documents reflect your skills and experience, tailored toward the position you are applying for.

However, please note that all purchases of our digital templates, including CV templates, career templates, and eBooks/guides, are non-refundable. Once a purchase is made and the templates are downloaded, we do not offer refunds under any circumstances. We encourage customers to review template descriptions and preview images carefully before making a purchase. In the event of any technical issues with the downloaded templates as a result of our software, systems, or website, our customer support team will provide assistance, but monetary refunds will not be provided.

18. Confidentiality:

We understand the sensitivity of the information you share with us. All personal information, including contact details and professional history, will be treated with the utmost confidentiality and in compliance with applicable data protection laws. We will not disclose, sell, or share your information with any third parties without your explicit consent except when required by law.

19. Modification of Terms:

Career Elite Group reserves the right to modify or update these Terms of Service at any time without prior notice. Any changes will be effective immediately upon posting on our

website or notifying you through other means. Your continued use of our services after such modifications constitutes your acceptance of the revised Terms.

20. Governing Law and Jurisdiction:

These Terms and any disputes arising from the use of our services shall be governed by the laws of the United Kingdom. Any legal action or proceedings shall be subject to the exclusive jurisdiction of the courts of the United Kingdom.

21. Website Use:

You agree to use our website in accordance with these Terms & Conditions and for lawful purposes only. All information you provide must be true and accurate. We may change or remove parts of the website without notice. The websites are provided "as is" and without warranties. We are not responsible for any loss of material uploaded or transmitted through our websites. Emails and attachments are confidential. We do not endorse third-party links and are not liable for their content. Internet communications are not secure and may be intercepted.

By purchasing our CV writing services and/or any digital template acquired from our online store, you agree to abide by these comprehensive Terms of Service. If you have any questions or concerns, please contact us at info@careerelitegroup.com.