

CANCELLATION OF SERVICES

ALL SERVICES CANCELLED AFTER 12 HOURS OF PAYMENT ARE SUBJECT TO A CANCELLATION FEE OF 35%

The Cancellation Fee will be deducted from the remaining **eligible** refund amount of the service agreement. Please see the terms outlined in the Refund Policy below for further details on how to go about applying for a refund.

REFUND REQUEST AFTER PROJECT MILESTONE

*RÉSUMÉ PROJECTS THAT HAVE ENTERED INTO OR PASSED THE 33% STAGE OR OTHER MILESTONE ARE **NOT ELIGIBLE** FOR REFUND AFTER APPROVAL OF MILESTONE*

Any project in which the client is required to approve the progress of the project after a milestone (i.e. - Stage I) is not eligible for refund once the client has approved of this stage. The approval of a milestone is to be issued via email or fax and is necessary for progress to resume on the project. Milestones can be issued at 25%, 33%, 50%, 66%, or 75%.

CANCELLATION OF SERVICES FOR A SERVICE AGREEMENT

If at any point, the client decides to cancel any portion of a Service Agreement that has been **reviewed, acknowledged, and signed by the client**, the full balance for the service already issued is DUE IMMEDIATELY. The client acknowledges that the cancellation of a portion of services in a Service Agreement means the originally outlined payment schedule and schedule of services is automatically forfeited and the remaining/outstanding balance for the services that have been provided for the client is automatically due. A Brand Red Résumé account representative, project coordinator, résumé expert, and executive personnel has the authority to schedule and document a sub-payment arrangement for the remaining balance to be paid. The client must satisfy the remaining/outstanding balance by the dates outlined. If the payments have not been made – and documented communication has not been added to an account acknowledging a late or re-scheduled payment – Brand Red Résumé reserves the right to attempt to collect the debt within 48 hours of a lapsed payment. Please see ‘Attempt to Collect Payment’ statement below for further details.

SALES TAX

Sales taxes will be placed on all services administered and orders that may involve the direct shipping of products, services, information or any other items to be delivered to clients. Actual tax amount is applied at the fixed rate of 6%. Shipped items will also carry a one-time \$12.50 shipping charge for nationwide shipping and a one-time \$25.00 shipping charge for international shipping.

REFUND POLICY

Service Cancellation & Attempt to Collect

BRANDRED

SERVICES RENDERED PRIOR TO PAYMENT(S)

If for any reason, services are rendered prior to a partial or full payment being made, the client has an allotted time frame – from which is established by the account representative, project coordinator, résumé expert or executive personnel - to make a satisfying payment on their account – There are no exceptions unless otherwise discussed and documented by the attending personnel. The allotted time frame requires that a client make either a deposit or supporting payment on their account to continue receiving services at the **originally quoted rate** for those particular services. Once the allotted time frame has lapsed, and no payment has been made, services are automatically cancelled and all obligations are automatically forfeited. If the client makes the payment following the allotted time frame, the payment is automatically forfeited and services may or may not be rendered. This decision is at the discretion of the Brand Red Résumé. For this to hold true, there must have been at least (1) attempt made on the company's to receive payment from the client.

ATTEMPT TO COLLECT PAYMENT FOR BREACHED AGREEMENT

If the service agreement – that has been signed by the client indicating acknowledgement of the amount due – that has been issued outlining the schedule of payment and services is breached by the client Brand Red Résumé has the right to attempt to collect the remaining/outstanding balance. This attempt can be made if Brand Red Résumé has issued the agreed upon services outlined in the Agreement between Brand Red Résumé and the client. This attempt is to be made using the account/payment information used to start the services.

REFUND POLICY

Refunds are to be made **if and only if** the services requested cannot be fulfilled by the staff of Brand Red Résumé for any given reason beyond the control of the company; or, if the client incurs a situation in which services are completely unnecessary. Each refund request will be reviewed individually and will be decided on a case-by-case basis. Each refund request will be assigned a refund number and will be decided within 5 business days. **

DEPOSITS

Deposits made to any account are 100% NON-REFUNDABLE. Deposits are applied towards the completion of the first portion of the service project.

**Please Note: For every service request (service quote), clients are entitled to 72 hours before they are obligated to either accept or deny the services at the particular service price. For custom, special, or promotion offers, interested clients are allotted 96 hours for accepting or denying.

Brand Red Résumé **reserves the right to change** these terms and conditions at any time, and you agree to abide by the most recent version of this. We also reserve the right to refuse service to anyone. **Enjoy our site. Thank you.**