

Terms of Service



Last Updated: June 15, 2023

Introduction

The Terms and Conditions (“**Terms**”) describe how **Career Enterprise LLC in New York** (“**Company**,” “**we**,” and “**our**”) regulates your use of this website <http://wearecareer.com> (the “**Website**”). Please read the following information carefully to understand our practices regarding your use of the website. The Company may change the Terms at any time. The Company may inform you of the changes to the Terms using the available means of communication. The Company recommends you to check the website frequently to see the actual version of the Terms and their previous versions. This document establishes our legally binding company policies.

If you represent a legal entity, you certify that you are entitled by such a legal entity to conclude the Terms as the legal entity you represent.

Privacy Policy

Our Privacy Policy is available on a separate page. Our Privacy Policy explains to you how we process information about you. You shall understand that through your use of the website you acknowledge the processing of this information shall be undertaken in accordance with the Privacy Policy.

Your Account

When using the website, you shall be responsible for ensuring the confidentiality of your account, password and other credentials and for secure access to your device. You shall not assign your account to anyone. The Company is not responsible for unauthorized access to your account that results from misappropriation or theft of your account. The Company may refuse or cancel service, terminate your account, and remove or edit content.

The Company does not knowingly collect personal data from persons under the age of 16 (sixteen). If you are under 16 (sixteen) years old, you may not use the website and may not enter into the Terms under any circumstances.

Services

The website allows you to use Services available on the website. You shall not use the services for any illegal aims.

We may, at our sole discretion, set fees for using the website for you. All prices are published separately on relevant pages on the website. We may, at our sole discretion, at any time change any fees.

We may use certified payment systems, which also may have their commissions. Such commissions may be implied on you when you choose a particular payment system. Detailed information about commissions of such payment systems may be found on their websites.

Refund, Results, and Guarantees Policy

We have various policies regarding refunds, results, and guarantees for each service.

- Resume Writing:
 - This service comes with a 90-Day results guarantee
 - If the customer is not satisfied with the initial service delivery, they have unlimited revisions (on the same order) until they are satisfied
 - If the customer is not satisfied with the writer or the service, they can request for another writer.
 - If the customer is not seeing results or more interviews after 90 days, a free resume rewrite will be provided at no cost
 - There are no refunds or cancellations to this service, so purchasing the service is your acknowledgement that **this service is non-refundable** and only comes with a 90-Day Results Guarantee

- Interview Coaching:
 - Cancellations 24 hours prior to the time of the booking are eligible for a refund.
 - **Clients are not eligible for a refund after using the service** as this is a fixed fee paid to each coach for their time and advisory.
 - Clients cannot abuse the system by finishing a session with a coach and then requesting a refund.

- If the interview coach fails to show up on time within the first 15 minutes of a session, the client will be placed with a new coach.
 - If the new coach fails to show up within the timeframe, the client is eligible for a full refund.
- Career Coaching:
 - Cancellations 24 hours prior to the time of the booking are eligible for a refund.
 - **Clients are not eligible for a refund after using the service** as this is a fixed fee paid to each coach for their time and advisory.
 - Clients cannot abuse the system by finishing a session with a coach and then requesting a refund.
 - If the interview coach fails to show up on time within the first 15 minutes of a session, the client will be placed with a new coach.
 - If the new coach fails to show up within the timeframe, the client is eligible for a full refund.
- Apply for Me - Job-Application Support Service:
 - This service does not guarantee an X specific number of interviews - it only guarantees that the purchased quantity of jobs will be applied to.
 - Clients can request a refund within 24 hours of purchasing the service - and only if the Career Assistant has not begun the process yet.
 - To maintain fair expectations of the quality of this service, the client is responsible for providing feedback and active communication to review the quality of the job posts found by the Assistant.
 - This ensures that the client is satisfied that the job posts being found are relatable to their profile and falls under their expectation.
 - The Assistant will find them on behalf of the client, ask for their feedback, make revisions, and then only apply to the jobs after the client has given permission to do so.
 - **Clients cannot request a refund based on the biased or perceived quality of the service** or based on the number of interviews as this service is based on saving time and reducing effort by getting a dedicated assistant to fill out the manual applications on the client's behalf.
 - Clients are not allowed to cancel the service and ask for a refund as this service promises that all the purchased number of jobs will be applied to.

- If the client wishes to cancel mid-way due to accepting any job offer and no longer needs this service - they may ask the assistant to stop applying, but no refund will be provided.
 - If the client has personal reasons and needs the service to be paused and continued later, that is possible at no additional cost, at any time convenient to the client.
 - External quality factors such as the quality of the Resume, number of job posts available, job market competition, interview performance, company hiring standards, and unavailable salary ranges will not be taken into account as these are not relevant to this service.
 - This service may take some extra time due to difficulty finding high-quality jobs and the nature of the job market in the client's desired employment location.
 - **There are no refunds to this service, so purchasing the service is your acknowledgement that this service is non-refundable** and only comes with a guarantee that the selected number of jobs will be applied to.
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- Accelerator:
 - **Refund/Guarantee terms** of the 'Program fees' are described in the Accelerator contract between Career Enterprise and client.
 - **Refund/Guarantee terms** of the 'Success fees' are described in the Accelerator contract between Career Enterprise and client.

Third Party Services

The website may include links to other websites, applications, and platforms (hereinafter the "**Linked Sites**").

The Company does not control the Linked Sites, and shall not be responsible for the content and other materials of the Linked Sites. The Company makes these links available to you for providing the functionality or services on the website.

Prohibited Uses and Intellectual Property

The Company grants you a non-transferable, non-exclusive, revocable license to access and use the website from one device in accordance with the Terms. You shall not use the website for unlawful or prohibited purposes. You may not use the website in a way that may disable, damage, or interfere in the website.

All content present on the website includes text, code, graphics, logos, images, compilation, software used on the website (hereinafter and hereinbefore the "**Content**"). The Content is the property of the Company or its contractors and protected by intellectual property laws that protect such rights. You agree to use all copyright and other proprietary notices or restrictions contained in the Content and you are prohibited from changing the Content.

You may not publish, transmit, modify, reverse engineer, participate in the transfer, or create and sell derivative works, or in any way use any of the Content. Your enjoyment of the website shall not entitle you to make any illegal and disallowed use of the Content, and in particular you shall not change proprietary rights or notices in the Content. You shall use the Content only for your personal and non-commercial use. The Company does not grant you any licenses to the intellectual property of the Company.

The Company Materials

By posting, uploading, inputting, providing or submitting your Content you are granting the Company to use your Content in connection with the operation of Company's business including, but not limited to, the rights to transmit, publicly display, distribute, publicly perform, copy, reproduce, and translate your Content; and to publish your name in connection with your Content.

No compensation shall be paid with regard to the use of your Content. The Company shall have no obligation to publish or enjoy any Content you may send us and may remove your Content at any time.

By posting, uploading, inputting, providing or submitting your Content you warrant and represent that you own all of the rights to your Content.

Disclaimer of Certain Liabilities

The information available via the website may include typographical errors or inaccuracies. The Company shall not be liable for these inaccuracies and errors.

The Company makes no representations about the availability, accuracy, reliability, suitability, and timeliness of the Content contained on and services available on the website. To the maximum extent allowed by the applicable law, all such Content and services are provided on the "as is" basis. The Company disclaims all warranties and conditions regarding this Content and services, including warranties and provisions of merchantability, fitness for a certain purpose.

To the maximum extent permitted by the applicable law, in no event shall the Company be liable for any direct, indirect, incidental, consequential, special, punitive damages including, but not limited to, damages for loss of enjoyment, data or profits, in the connection with the enjoyment or execution of the website in the context of the inability or delay to enjoy the website or its services, or for any Content of the website, or otherwise arising out of the enjoyment of the website, based on contract and non-contract liability or other reason.

If the exclusion or limitation of liability for damages, whether consequential or incidental, are prohibited in a particular case, the exclusion or limitation of liability shall not apply to you.

Indemnification

You agree to indemnify, defend and hold harmless the Company, its managers, directors, employees, agents, and third parties, for any costs, losses, expenses (including attorneys' fees), liabilities regarding or arising out of your enjoyment of or inability to enjoy the website or its services and Company's services and products, your violation of the Terms or your violation of any rights of third parties, or your violation of the applicable law. The Company may assume the exclusive defense and you shall cooperate with the Company in asserting any available defenses.

Termination and Access Restriction

The Company may terminate your access and account to the website and its related services or any part at any time, without notice, in case of your violation of the Terms.

Miscellaneous

The governing law of the Terms shall be the substantive laws of the country where the Company is set up, except the conflict of laws rules. You shall not use the website in jurisdictions that do not give effect to all provisions of the Terms.

No joint venture, partnership, employment, or agency relationship shall be implied between you and the Company as a result of the Terms or use of the website.

Nothing in the Terms shall be a derogation of the Company's right to comply with governmental, court, police, and law enforcement requests or requirements regarding your enjoyment of the website.

If any part of the Terms is determined to be void or unenforceable in accordance with applicable law then the void or unenforceable clauses will be deemed superseded by valid and enforceable clauses shall be similar to the original version of the Terms and other parts and sections of the Terms shall be applicable to you and the Company.

The Terms constitute the entire agreement between you and the Company regarding the enjoyment of the website and the Terms supersede all prior or communications and offers, whether electronic, oral or written, between you and the Company.

The Company and its affiliates shall not be liable for a failure or delay to fulfill its obligations where the failure or delay results from any cause beyond Company's reasonable control, including technical failures, natural disasters, blockages, embargoes, riots, acts, regulation, legislation, or orders of government, terroristic acts, war, or any other force outside of Company's control.

In case of controversies, demands, claims, disputes, or causes of action between the Company and you relating to the website or other related issues, or the Terms, you and

the Company agree to attempt to resolve such controversies, demands, claims, disputes, or causes of action by good faith negotiation, and in case of failure of such negotiation, exclusively through the courts of the country where the Company is set up.

Complaints

We are committed to resolve any complaints about our collection or use of your personal data. If you would like to make a complaint regarding this Terms or our practices in relation to your personal data, please contact us through our website. We will reply to your complaint as soon as we can and in any event, within 30 days. We hope to resolve any complaint brought to our attention, however if you feel that your complaint has not been adequately resolved, you reserve the right to contact your local data protection supervisory authority.

Contact Information

We welcome your comments or questions about our Terms. You may contact us through the contact information available on our website.