
Novare Talent – Refund & Credit Policy

1. General Principle

Novare Talent follows a “**No Refund, Only Credit**” policy, ensuring fairness while protecting operational efforts already invested in sourcing, shortlisting, and screening.

2. Candidate-Side (Fee-Paying Candidate)

- Fees once paid are **non-refundable**.
 - If the candidate’s employment ends (voluntarily or involuntarily) within **3 months**, Novare Talent will extend **placement credit** equivalent to the remaining period.
 - The credit will remain valid for **6 months** and can be applied toward future opportunities sourced through Novare Talent.
 - Credit cannot be exchanged for cash or transferred to another individual.
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3. Client-Side (Hiring Company)

- If a Candidate placed by Novare Talent leaves within **90 days**, Novare will:
 - **Either:** Provide a **free replacement** for the same or similar position,
 - **Or:** Extend a **credit note** equal to the success fee, valid for **6 months** against future hires.
 - No monetary refunds are issued, except in cases of **documented breach** or proven negligence by Novare Talent.
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4. Exceptions

No refunds or credits will apply in the following cases:

- Client delays onboarding or changes the hiring decision post-acceptance.
 - Candidate’s exit is due to internal restructuring, budget constraints, or role redundancy.
 - Misconduct, non-performance, or voluntary resignation by the Candidate.
 - Client fails to notify Novare Talent in writing about candidate resignation within 7 days.
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5. Processing & Timelines

All eligible credits will be processed within **30 business days** from the date of claim approval.

6. Dispute Handling

All refund or credit disputes shall be governed by the same arbitration clause as stated in the Terms & Conditions.

7. Confidentiality

All discussions, settlements, or refund-related negotiations are confidential and cannot be disclosed without prior written approval from Novare Talent.