

# POLICE TEST TUTOR

## Client Service Agreement

Each page must be signed and dated by the client and returned to Police Test Tutor via email.

### CLIENT AGREEMENT

This agreement is between the Client (purchaser) and Service Provider (Police Test Tutor).

The work to be performed is limited to the description of work on the fee quote/invoice. This "Work for Hire Agreement" is made effective as soon as payment is received, or Client Agreement is signed whichever is first. In this Agreement, the party who is contracting to receive the services shall be referred to as "Client," and the party who will be providing the services shall be referred to as "Service Provider."

### SERVICES:

- One customized résumé
- One customized cover letter

### EXPECTATIONS:

- Service Provider offers the experience and ability to perform the services customized to Client's needs and will be performed in a professional manner. Service Provider cannot be responsible for a missed deadline if Client has been late in supplying materials or not approved of work in a timely manner at any stage of the process.
- Service Provider will create document layouts, content and functionality for Client's specific career path. Those decisions will be based on Service Provider's credentials and years of professional experience. An initial draft and revision, if needed, will be provided to Client's satisfaction. **Writing process is complete when Client approves revision or within 10 calendar days of the first draft, whichever is first.**
- Client will have an opportunity to select a resume colour and design from options supplied by the Service Provider. The Client will need to log into a project management software to select the resume colour and design.
- Client agrees to make reasonable efforts to be available by e-mail to answer questions to expedite production and to clarify data. Failure of Client to provide availability could result in termination of agreement by Service Provider.
- Draft copies of résumés, cover letters, and profiles will be provided after the Client interview, receipt of completed Résumé Developer or current résumé. **The first draft will be ready in 15 to 20 business days (excluding holidays)** subject to Acts of God, equipment failure or emergency circumstances, or illness. The exact delivery date is by mutual agreement.
- Client agrees to supply required information in Microsoft Word (.doc) or as text in the body of an email. If client sends information in another format, the Service Provider will request Word (.doc) format and the Service Provider will not be held liable for missed deadlines.
- Service Provider will supply all versions and the final document(s) in Microsoft Word (.doc) via email.
- **Client understands Service Provider operating hours are Monday-Friday 9:00 AM-4:00 PM, excluding holidays.**
- **Client understands that the Service Provider does NOT search for job for or submit resumes on behalf of the Client.**
- **Client understands that the Service CANNOT guarantee that the Client will obtain employment.**

### COMPENSATION AND EXPENSES:

- Compensation for all services will be paid in full before the services commences.
- Client acknowledges and understands that quoted fees are for all services including Client consultation/coaching time; writing and editorial work, design, layout and production and delivery and are **neither cancelable nor refundable.**
- Client documents will be created based on information provided at the time of initial time of purchase. **If additional or new information is introduced after work has started, additional fees for consultation, writing, or revisions may be applicable.**
- If Client decides to have additional information included after order is initiated, Client may be required to pay additional charges at the current hourly rate. (See "Services and Fees" page) Refunds WILL NOT be issued. If Client chooses not to proceed with services or does not complete any documentation as required, payment to service provider is still due in full and is non-refundable.

### REVISIONS, FINAL PROOFREADING AND ACCEPTANCE:

- **Client may request up to 2 request revisions (by providing specific requested changes in writing) within 10 calendar days of receipt of the first draft, unless advanced special arrangements are made with Service Provider.**
- Finalization of contracted written documents must be approved within 10 calendar days of the receipt of the first draft. After 14 business days, all services will be considered approved and complete, and additional work will be billed as a new service.

Client Signature: \_\_\_\_\_ Date signed: \_\_\_\_\_

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### LIABILITY:

- Service Provider is not liable for any inaccurate, incorrect or misleading information in the prepared materials. Service Provider is not responsible for errors on Client's originals. Service Provider 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. Service Provider is not responsible for consequential damages of any kind that Client may incur from 1) inaccurate documents 2) career counseling or 3) interview skills coaching.
- Service provider is not liable for job postings that have closed, and the client was not able to apply for.
- Service provider is not a recruiter and does not guarantee job placement or employment success.

### ELECTRONIC FILES:

- Service provider sends files in Word and PDF formats. Service Provider does not guarantee documents will retain all of their original intended formatting features on your individual equipment. **Service provider cannot provide technical support on document formatting.**

### AUTHORIZATION:

I (Client) am ordering the work described on the fee quote/invoice and agree to pay the total of the fees for the services ordered.

I understand that writing is a creative service and fees are non-refundable and cannot be cancelled.

I understand that fees are payable in full on the date services are placed. I understand this is a work for hire agreement and this agreement shall terminate automatically on completion of contracted services.

I understand that contracted services must be started within 30 days of purchase (a \$45 service fee will be applied if I (Client) do not supply the information requested by the Service Provider within the 30-day timeframe and wish to re-open the service contract.

I further affirm that the name and personal information provided on my order are true and correct. I further declare that I have read, understand and accept the terms and conditions contained herein.

Client Signature: \_\_\_\_\_ Date signed: \_\_\_\_\_