



A La Carte Solutions - Terms of Services (ToS)

Offered by

CareerHigher Ltd, which will be referred to as "CareerHigher" hereinafter.
Registered address: International House, London, EC1A 2BN, United Kingdom.

Offered to

Candidates looking for a job change. Candidates will be referred to as a "Client" hereinafter.

Type of Services

B2C Job Search Optimization services. More information can be found in the respective solution brochures.

Validity Period

Clients can use services within 30 days from the date of purchase. If this is not possible, clients can request an extension via email at info@careerhigher.co. Extensions are at CareerHigher's discretion and requests will be evaluated on a case-by-case basis. Subscription-based services are excluded from this term.

Timelines

Career clarity coaching: approximately within 5 working days from the kick-off meeting based on the assumption that the client can be available.

Job search doc writing: within 5 working days from the project kick-off including any required reviews.

Interview preparation: approximately within 5 working days from the kick-off meeting based on the assumption that the client can be available.

Job search management: this is a subscription-based solution, so timelines are defined by clients during the time of purchase.

Confidentiality

All information shared with CareerHigher is treated as confidential and private. You can refer to our privacy policy [here](#).

Refund Policy

We will refund all unused services within 14 days from purchase. To initiate a refund, send an email to info@careerhigher.co.

If a refund request doesn't meet the above criteria, CareerHigher will evaluate requests on a case-by-case basis and decide accordingly.

Working Hours

Our standard working hours are Mon - Fri 0900 - 1700 GMT/BST. However, we are happy to try and be flexible, as our clientele is global and includes clients based in North America, Europe, and other locations.

Payment Process

Up Front Payment

- 1) CareerHigher generates an online invoice using Stripe for the full project cost
- 2) Client settles the payment for the full project cost via debit card, credit card or bank transfer
- 3) CareerHigher delivers the project

Buy Now Pay Later

- 1) CareerHigher works with Affirm, our BNPL partner, to initiate the process
- 2) Client selects their preferred payment plan and checks out using Affirm
- 3) CareerHigher delivers the project
- 4) Client settles the payment based on their agreement with Affirm