



Job Search Optimization Solutions - Terms of Services (ToS)

Offered by

CareerHigher Ltd, which will be referred to as “CareerHigher” hereinafter.
Registered address: International House, 64 Nile Street, London, N1 7SR, 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.

Confidentiality

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

Refund Policy

Clients are entitled to a cash refund for all unused services when this is requested within 24 hours from the time of purchase. Cash refunds are processed within 30 days and funds are returned to clients through the method of payment they used during the purchase.

Clients are entitled to a credit refund for unused services when this is requested within 30 days from the date of purchase. A credit refund is not a cash refund. It is a refund in credits that can be used to purchase CareerHigher solutions within 90 days.

Refund requests made after 30 days from the date of purchase and/or refund requests for partially used services are typically at CareerHigher's discretion. These cases are typically non-refundable, however, CareerHigher might provide a credit refund in exceptional cases.

The above applies for all solutions apart from the JSSP, which has its own refund policy.

To initiate a refund, send an email to info@careerhigher.co.

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.

Timelines

Career clarity coaching: approximately a week from the kick-off meeting based on the assumption that the client can be available.

Job search doc writing: approximately a week from the project kick-off including any required reviews.

Interview preparation: approximately a week from the kick-off meeting based on the assumption that the client can be available.

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

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 (available on in the US and the UK)

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