



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.

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

Timelines

Job Search Setup can be used within one month from the purchase date. Job Search Management runs on a rolling monthly subscription basis.

If the above is not possible due to exceptional circumstances, clients can request an extension via email at info@careerhigher.co. Extensions are granted at CareerHigher's discretion, and requests will be evaluated on a case-by-case basis. In any case, extensions will not be longer than one month per job search project.

Working Hours

We work Monday to Friday. Our working hours cover part of the workday globally. However, we don't necessarily accommodate the entire workday due to the global nature of our team. In any case, we always strive to accommodate the needs of our clients.

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