

Terms & Conditions

Please take the time to review the following Terms & Conditions before proceeding with your payment.

Proceeding with your payment at this point signifies your acceptance of these Terms & Conditions.

- The fees charged by One2One Résumés are for the services provided and are non-refundable.
- Payments will only be accepted by Direct Deposit, Visa, MasterCard or Australian money order.
- All prices quoted are in Australian Dollars.
- If payment is received by Australian money order, no work will commence until the money order is cleared in our bank account.
- One2One Résumés will debit the total fee from the client's nominated card at the time of placing your order online.
- Under no circumstances will work commence until payment is received in full.
- One2One Résumés will complete all work in a timely manner subject to electrical or equipment failure, illness or other circumstances beyond our control. One2One Résumés liability is limited to completion of work or refund of total amount paid.
- If you cancel your order prior to commencement of works a \$100 non-refundable deposit is taken that takes into consideration charges applied by third parties in processing your order. The balance will be credited to your bank account/credit card.
- If you cancel your project after it has been booked in and/or work has commenced, in addition to the \$100 non-refundable amount, a charge will apply comparable to the time spent on your project and/or other projects that may have been cancelled or rejected as a result of a commitment on your behalf to undertake the project. When taking into consideration time spent on your project an hourly fee (\$40) will apply. The balance if any, will be credited to your bank account/credit card.
- One2One Résumés asks you to respect the time of the writer. This is a professional service-based business, thus your commitment to a booked-in project will result in a cancellation of other orders and lost revenue. Your time will be respected and we ask you to do likewise.
- The period covered by One2One Résumés 100% satisfaction guarantee commences on the day the Client receives finished documents from One2One Résumés and continues for 30 days only. The 100% satisfaction guarantee extends to free rewriting only. No refunds will be given as a part of the 100% satisfaction guarantee.
- There are many factors that go into the decision of an employer to interview you and offer you a position. One2One Résumés cannot control those and as such does not guarantee interviews or job placement and accepts no legal responsibility for the outcome of any writing projects undertaken by One2One Résumés.
- Any job search advice given by One2One Résumés is gratuitous and should be considered as such.
- One2One Résumés will work with the client in good faith to compose and design career documents for the Client. One2One Résumés is not liable for any outcome resulting from inaccurate or incorrect information that has been supplied by the Client.
- One2One Résumés assumes no liability after your resume has been proofread.
- One2One Résumés will provide no technical support to the Client receiving their documents either as MS Word documents, PDF documents or on a disk/thumb drive.

Privacy

- One2One Résumés is governed by personal and professional ethics and are committed to ensuring the highest levels of privacy. We never reveal, sell or hire your details to anyone. The information you provide is strictly confidential and is used internally for the purposes of preparing your career documents.
- One2One Résumés has taken every effort to ensure secure transmission on this site, we accept no liability for information that is accessed by a third party whilst information is in transit.
- When you visit One2One Résumés information is gathered through our server of your server's IP address, the date and time of your visits, your domain name and the type of operating system you use. This is for statistical system administration purposes.
- One2One Résumés only records your email address if you send us an email or subscribe to our newsletter.
- Links to other sites are gratuitous – we are not responsible for the conduct of these companies.

