



## CLIENT CONTRACT FOR SERVICES

Please read this project agreement, sign and return to A PLATINUM RESUME to begin services.

CLIENT NAME: FIRST \_\_\_\_\_ LAST \_\_\_\_\_

A PLATINUM RESUME's goal is to provide you (The Client) with the best possible professional resume and career tools for use in your job search, career change, and/or promotional pursuits. It is the responsibility of the Client to supply us with all requested information [to include the signed Client Contract and completed Client Questionnaire prior to work commencing], and to work collaboratively with us to complete a customized resume package that reflects their individuality and highlights their career assets/achievements. A PLATINUM RESUME strongly encourages active Client participation in this process in order to timely and accurately achieve the best professional marketing career products for the Client and a positive and rewarding experience for all.

**PROJECT SCOPE & CONSULTATION:** All resume and career document writing projects will commence upon rendering of full payment by Client to A PLATINUM RESUME, receipt of completed Client Questionnaire and, if requested, a telephone or in-person consult has been completed. A PLATINUM RESUME requests that Clients make reasonable efforts to complete the Client Questionnaire with work history and accomplishments in order to facilitate the writing process. All resume products will be prepared based on information provided and documents submitted. If new information is introduced, additional fees for consultation, writing, or revisions may be applicable if the resume appears to be re-targeted. Failure to provide requested information could result in delay of resume and/or termination of services.

**PROJECT TIMELINE:** Work begins after payment has been processed; return of the Client Questionnaire and signed Client Contract; submission of current resume - if applicable, and any requested documents. Client recognizes and understands that A PLATINUM RESUME is a highly requested resume writing company and emphasis is on *quality over quantity*. **The first draft of the resume will be completed in approximately 8-10 business days. [Military to Civilian, Platinum Packages, Executive Resumes, and Federal Resumes take approximately 10-15 business days].** Timelines for multi-resume orders will vary by project. Resume writing is *not* contracted out and timelines are approximate based on scope and current project workload.

- Timelines may need to be extended to accommodate speaking engagements, seminars, training, and holidays. Client will be advised of any additional time needed by A PLATINUM RESUME. A PLATINUM RESUME observes all Federal holidays and provides notice for extended closures during holidays. Supportive marketing documents [Cover Letters, Thank You Letters, LinkedIn Profiles, etc.] will be created and then provided *after* the initial draft of the resume has been approved.
- **Unless other arrangements are made, Client agrees to finalize resume and/or resume products (or accept work as written) within 30 days from receipt of first draft of resume.** Client also agrees that he/she is solely responsible for meeting this deadline and that A PLATINUM RESUME is not liable for any changes requested by Client after the expiration of the 30-day window. Any changes requested after 30 days will result in additional fees incurred by Client.
- Client retains intellectual property ownership of all work produced and may reproduce and distribute copies as he/she sees fit. A PLATINUM RESUME reserves the right to use all work created on behalf of Clients in its portfolio or for industry publications, after removing identifying information of the Client, such as contact, geographical, and specific employment location.

**PROOFREADING:** Clients receive proofreading instructions from A PLATINUM RESUME with the original 'draft' copy of documents for the intention of proofing, and are asked to check all data for accuracy and completeness; thereby, ultimately taking responsibility for guaranteeing the accuracy and truthfulness of each draft document, upon which the final document(s) are created.

**REVISIONS:** If edits or revisions are needed, Clients are requested to forward specific edits in writing by track changes or correspondence via e-mail to [info@aplatinumresume.net](mailto:info@aplatinumresume.net) or fax to 719-282-2766. Revisions/rewrites take approximately 3 to 7 business days depending on scope of revisions and current project workload. **Client is provided 2 rounds of revisions/edits after the initial resume has been provided to Client.** The first revision presented to Client after the initial draft is Round 1 and the second revision [if needed] provided to the Client constitutes Round 2. If any additional revisions are requested, A PLATINUM RESUME will attempt to schedule a free 15 minute strategy consult and any additional writing work will be billable at \$99 per hour. Supportive marketing documents [i.e. Cover Letters, Thank You Letters, Bios, LinkedIn Profiles, etc.] will include 1 revision/rewrite.

**REVISIONS continued:**

Client is requested to proof and return documents for finalization within **7 days**. Failure of the Client to respond within **14 business days from receipt of the first draft**, and any subsequent drafts thereafter, of each requested document, will constitute acceptance of the documents as written and finalization of resume project, and no further work will be performed on Client's behalf unless other arrangements have been made. A PLATINUM RESUME is not responsible for errors or omissions that are "missed" during the Client's proofreading process. A PLATINUM RESUME's liability is limited to completion of work and assumes no liability after documents have been proofread by the Client.

**RELEASE FROM INTERVIEW or JOB ASSURANCES:** This Client Contract and the production of Client's resume and/or resume products does NOT constitute a guarantee for an interview, job placement, or employment; as these are subjective processes on behalf of the employer and are also affected by current market conditions. A PLATINUM RESUME does not take any responsibility for these documents once they leave our office. This Client Contract stipulates that Client is contracting for writing services only and no other assurances.

**PAYMENT & REFUND POLICIES:** Full payment is required before any drafts are provided to client to prevent any pirating of completed work to date. Fees are not refundable and not cancellable. Payment reflects A PLATINUM RESUME's writing expertise, experience, and credentials, along with intake time, email/telephone correspondence and consulting time, design/formatting/writing time, research, and proofreading/editing timeframes.

Client agrees to pay the maximum charges permitted by applicable state law on any returned checks plus legal fees and other costs of collection. Services will commence once any and all forms of payment are complete/cleared and all funds are deposited.

I have read and understand the Client Agreement above and agree to the terms:

Client Printed Name \_\_\_\_\_ Client Signature \_\_\_\_\_ Date: \_\_\_\_\_

I authorize payment to A PLATINUM RESUME in the amount of: \$ \_\_\_\_\_ Check # \_\_\_\_\_ /or paid by CC/Online

**A PLATINUM RESUME \* 719-339-2659 \* [Info@aplatinumresume.net](mailto:Info@aplatinumresume.net) \* Fax: 719-282-2766**