

Terms and Conditions for Crafted Edge

1. Introduction

Welcome to Crafted Edge. These Terms and Conditions govern your use of our professional CV and cover letter writing services ("Services"). By accessing and using our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions and our Privacy Policy.

2. Services

Crafted Edge specialises in the creation and revision of professional CVs and cover letters tailored to your individual career goals. Our Services include but are not limited to consultation, drafting, editing, and finalising CVs and cover letters based on information provided by you. Specific details of the Services to be provided will be confirmed in a written client agreement, which shall form part of these Terms and Conditions.

3. Client Obligations

To enable us to provide the highest quality Services, you agree to:

Provide timely, accurate, and complete information about your education, employment history, skills, and other information relevant to your CV and cover letter.

Review the drafts and final versions of your CV and cover letter for accuracy, completeness, and satisfaction. You are responsible for the final approval of the documents.

Inform us promptly of any changes to your information or corrections required in the documents provided.

4. Payment Terms

The fee for our Services will be outlined in your client agreement. Unless otherwise stated, all fees are quoted in GBP.

Full payment is required before commencement of our Services unless an alternative payment schedule has been agreed upon in writing.

Payments can be made via PayPal.

5. Refund and Cancellation Policy

Our refund and cancellation policy, including any deadlines for cancellations and applicable charges, will be detailed in the client agreement. We aim to provide complete client satisfaction; however, due to the personalised nature of our Services, refunds cannot be offered once work has commenced.

6. Intellectual Property

All documents and materials produced by Crafted Edge during the provision of Services, including CVs and cover letters, remain the intellectual property of Crafted Edge until full payment has been received. Upon full payment, ownership of the final CV and cover letter documents transfers to you.

You grant Crafted Edge a license to use, modify, and incorporate the information you provide for the purpose of delivering our Services.

7. Privacy and Data Protection

We are committed to protecting your privacy and securing your personal information. Your personal information will be used exclusively for the purpose of providing our Services.

Our comprehensive Data Protection Policy, available upon request, outlines our practices regarding data collection, use, storage, and protection.

8. Liability and Disclaimer

Crafted Edge will perform its Services with reasonable skill and care. However, we do not guarantee that our Services will result in job interviews or employment offers.

We shall not be liable for any direct, indirect, incidental, or consequential damages or losses that may result from your use of our Services or the documents we provide.

9. Amendments to Terms and Conditions

Crafted Edge reserves the right, at our discretion, to modify or replace these Terms and Conditions at any time. Any changes will be effective immediately upon posting to our website or direct communication to you.

Your continued use of our Services after any changes to these Terms and Conditions constitutes your acceptance of those changes.

10. Governing Law

These Terms and Conditions and any disputes arising out of or related to the Services provided by Crafted Edge shall be governed and construed in accordance with the laws of the United Kingdom.

11. Contact Information

Should you have any questions regarding these Terms and Conditions, please contact us at hello@craftededge.co.uk. We are committed to providing you with high-quality services and addressing any concerns you may have.