



1st Leap Workforce Consulting, LLC values each client's privacy and information. The minimum of amount of personal information that is reviewed or collected will not be shared or sold to any third party.

### Career Consultation

All prospective 1st Leap Workforce Consulting, LLC clients will receive a thorough 15-30 minute phone consultation to discuss career history, career strategies, and professional goals after booking is scheduled and confirmed. Clients will be required to send a copy of their most recent resume for review after scheduled consultation. **Client must read and return a signed copy of the required 1st Leap Workforce Consulting, LLC Service Terms and Policies Agreement via email within 2 hours of initial consultation telephone call before payment invoice is sent via email.**

### Payment

Upon receipt of the signed 1st Leap Workforce Consulting, LLC Terms of Service Agreement clients will receive a 1st Leap Workforce Consulting, LLC payment invoice via email address. Invoices are required to be paid in full **within 12 hours** of agreement of service. If payment is not received within 12 hours the invoice will be voided and suspended without further action from 1st Leap Workforce Consulting, LLC

**\*All resume packages and additional services require a 100% upfront payment before all services are rendered or packages are released. Additional processing fees and taxes will be applied\***

**\*Providing payment and/or signature for services acknowledges full agreement to 1ST Leap Workforce Consulting, LLC Service Terms, Payment Policy, and Refund Policy\***

### Career Questionnaire

Once payment is finalized 1st Leap Workforce Consulting, LLC clients will receive a career history questionnaire. Questionnaire and Current Resume (if applicable) are required within **2 business days** of receipt. It is imperative that the questionnaire and current resumes are received in a timely manner to maximize turnover and completion times. **\*Career Questionnaire and additional documentation must be returned and sent via email to firstleapwc@gmail.com\***

### Resume Turnaround

All career services and resume packages will require a **7-15 business day turnaround (Federal Government Resumes 10-15 business day turnaround)** and completion time. Business Day Turnaround will commence upon completion and return of required questionnaire or additional documentation needed to complete and finalize the resume process.

**\*Rush services (1-4 Business Days) will be an \$95 additional charge\***

### Completion

After completion, 1st Leap Workforce Consulting, LLC provides a one-time resume modification free of charge if needed. Notification of resume modification must be received via email or text within 48 hours from when completion email is sent or an additional fee of \$55(Entry Level) \$65(Mid-High Level) \$75(Executive Level) \$85(Federal Government) will be charged for any additional or future modifications. **\*Modification services requires a 1-4 business day turnaround and completion time\***

### Refund Policy

1st Leap Workforce Consulting, LLC **DOES NOT** issue full payment refunds for any rendered or processed payment for services. 1st Leap Workforce Consulting, LLC will only refund a partial (half) payment of the completed and processed invoice payment transactions prior to completed service. **Partial payment will be retained for 1st Leap Workforce Consulting, LLC service processing, documentation preparation, and consultation.** Any documentation partial or fully completed; to include all services and/or packages **will not** be released at any time before and/or after refund. **Initial** \_\_\_\_\_

**Print Name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_