

The Labour Link Refund Policy

Effective Date: May 14, 2025

We are committed to delivering high-quality, professional services designed to support your employment goals. Our refund policy offers peace of mind for all our clients who book services online.

Services Covered

This guarantee applies to the following services:

- **Interview Coaching** (1-on-1 virtual sessions)
 - **Resume Building** (new resumes, rewrites, and edits)
 - **Job Application Assistance** (application submissions, job matching)
 - **Service Packages** (bundled offers of any of the above)
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Eligibility for a Full Refund

You are eligible for a **full refund** if:

1. **You cancel within 72 hours (3 calendar days)** of booking, *and* the service has not yet started (no materials delivered, no sessions completed).
 2. **We fail to deliver the service within the agreed time frame** (standard turnaround: 2–5 business days), and no alternative arrangement or extension has been communicated or accepted.
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Partial Refund or Credit May Apply If:

- Work has started (e.g., you've received a draft resume or partial consultation), but you are unsatisfied *and* notify us within **48 hours of receipt**.
 - You cancel **after 72 hours but before service delivery**—you may receive up to a **50% refund**, depending on how much work has been completed.
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Non-Refundable Situations

Refunds will **not** be issued if:

- You fail to attend a scheduled coaching session or cancel with less than **24 hours' notice**.
 - You are unresponsive (no replies to emails or scheduling attempts) for more than **5 business days** after booking.
 - The service was completed and delivered as described, and dissatisfaction is based on subjective preference rather than failure to meet agreed scope or standards.
 - You provided inaccurate or incomplete information that limited service quality or outcomes.
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How to Request a Refund

To request a refund:


- Contact us at **thelabourlink.com** within **7 days** of your scheduled service or delivery date.
- Include your full name, booking details, and reason for your request.
- Our team will review and respond within **2 business days**.

If approved, your refund will be issued to your original payment method within **7–10 business days**.

Need Help?

If you're unsure whether your situation qualifies or want to discuss your experience, contact us:

 **thelabourlink.com**

 **242-813-5372 or 242-438-0290**

We're here to help make your career journey successful.

Let me know if you'd like this tailored further for different pricing tiers, client types (job seekers vs. employers), or to include satisfaction guarantees.