

# SmartHire Solutions JA - Terms and Conditions

SmartHire Solutions JA

Terms and Conditions

Effective Date: April 21, 2025

Welcome to SmartHire Solutions JA

By accessing or using our website, services, or digital products, you agree to the terms outlined in this agreement. These Terms and Conditions govern the relationship between you (the user) and SmartHire Solutions JA ("we", "us", "our").

## 1. Services Offered

We provide:

- AI-Powered Resume Writing & Optimization
- Interview Coaching (virtual & in-person)
- Career Consultation & Job Search Strategy
- Labour Relations and Workplace Guidance
- Additional services including personal branding, job matching, and corporate training.

## 2. Eligibility

Our services are intended for individuals aged 18 and over, or with parental/guardian consent. Users must provide accurate and truthful information.

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## 3. Booking & Payments

- Services are booked via our website, email, or WhatsApp.
- Payment is required in full before service delivery, via bank transfer, debit/credit card, or approved digital payment methods.
- All prices are quoted in Jamaican Dollars (JMD) unless otherwise stated.

## 4. Refund Policy

Due to the personalized nature of our services, refunds are offered only in cases of:

- Non-delivery of service
- Service not matching advertised offering, upon review and verification

Partial refunds may be offered at our discretion.

## 5. Client Responsibility

Clients are responsible for:

- Providing correct job descriptions or relevant background
- Attending scheduled coaching sessions
- Acting professionally in communications

We are not liable for job placement results, employer feedback, or hiring outcomes.

## 6. Intellectual Property

All content provided (e.g., resumes, career templates, videos) is the intellectual property of SmartHire Solutions JA and is not to be resold, redistributed, or reused without written permission.

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### **7. Data Security**

We employ appropriate security measures to protect user data. See our full Privacy Policy for details.

### **8. Legal Jurisdiction**

These terms are governed by the laws of Jamaica. Disputes shall be settled under Jamaican jurisdiction.