



LJL Employment Services

TERMS AND CONDITIONS

1. Introduction

1.1 After placing an order with LJL Employment Services, you are agreeing to our Terms and Conditions which are set out on this page. We recommend that if you disagree with any of these Terms and Conditions you do not use our services. From time to time we may decide to change these Terms and Conditions. Should these changes take place after you have placed an order with LJL Employment Services then the original Terms and Conditions at the time of placing your order will apply.

1.2 A contract with our service will only exist when LJL Employment Services has supplied you with a free quote and you have accepted that quote in writing. Occasionally it may be necessary to cancel an order without prior notice, however, you will receive notice of this within 24 hours of the order.

1.3 All prices listed under LJL Employment Services are subject to change without prior notice and LJL Employment Services does not accept any liability for this. Should our prices change after you have placed an order then the price at the time of purchase will apply. Should any of our prices reduce and you have placed an order within 7 days of this action then we will happily refund you the difference. Ensure promotion codes are quoted at the time of the order otherwise these become invalid.

1.4 Unauthorised copying of any materials produced by LJL Employment Services is not permitted.

1.5 LJL Employment Services work to ensure the information provided to the customer is as accurate as possible. We do only provide advice and accept no liability as a result of inaccuracy in any of the information LJL Employment Services materials and resources.

2. Placing an order

2.1 Once you accept the quote and place the order in writing, we must obtain personal information such as contact details, direct from the customer. Should this information not be readily available from your order then we will contact you to gather this information. Your information and personal details are protected fully by the Data Protection Act and all details are kept secure and are handled seriously by LJL Employment Solutions.

2.2 Should you place an incorrect order we will contact you to advise you of this and will arrange for any difference in cost to be settled. Should you not wish to continue at this stage then we will fully refund you.

2.3 If we find that due to the nature of your order; e.g. complex information we will fall outside the agreed turnaround time we will contact you to discuss this. Similarly, if we find that due to resources we will fall outside of the agreed turnaround time we will contact you to discuss this and agree any required actions.

2.4 Once your order has been placed with LJL Employment Services, we take payment in advance in order to begin your order (See Payments; Section). This is mainly through our online merchant service, PayPal. However, should you wish to pay by other means then please make contact to discuss alternative methods. We may need to arrange a telephone call or email questionnaire to gather all necessary information. The turnaround time pertaining to your order will apply from when all required information has been received by email or through consultation. When received, we will prepare your order from the information provided and where any existing content is deemed fit for purpose, we will use in the new documentation. Your documents will be delivered to you in Microsoft Word and PDF to the email address provided at the time of placing the order.

2.5 We do recommend that throughout the process of your order being completed you do check your Junk or Spam folder. We cannot accept any liability for where an order has been sent but perceived as not received for this reason. Any additional services ordered (for example LinkedIn Profiles) will also accompany your completed order by email.

2.6 Once you have received your first drafts, we expect to hear from you with any required adjustments within 5 working days, otherwise we will assume your order is complete and final documents will be presented as completion of your order. In order to be as efficient as possible we do recommend you outline any required adjustments in an email within that 5-day period. Once we have received your email we will respond should we feel your adjustments need to be re-considered. We aim to complete any requested adjustments within 48 hours of your request. If you would like it sooner, then please do advise us of this so that we can meet your needs. Should adjustments be minimal in nature (e.g. 1-2 sentences) then we do recommend you note the document and send it to us so we can review these and provide advice on any recommendations.

2.7 We provide our services in good faith and complete orders to the best of our knowledge by experienced Writers. We cannot accept any liability should you suffer any loss or damage from taking our advice.

3. Payment

LJL Employment Services will take payment on receipt of your order. If a payment is not received or payment method is declined, the buyer forfeits the service package purchased. If no payment is received, no items will be produced or sent.

This is through our online merchant service PayPal. However, should you wish to pay by other means then please make contact to discuss alternative methods.

4. Cancellation & Returns Policy

4.1 Items are entitled to be refunded based on complaint, case dependent. If an order is unsatisfactory, a written explanation is needed within 48 hours of completed service before the order may be considered for a refund. Buyer must take into account the description of the service package and the stages must be considered before requesting a refund. If the order matches the description by the LJL Employment Services and the buyer is unsatisfied, LJL

Employment Services does not have to honour a full refund. Exchanges are granted on a case-by-case basis.

4.2 A service package/order may be cancelled up until payment has been processed. Once payment has been processed, the buyer is responsible for payment. The service provided by LJL Employment Services are goods 'made to consumer's specifications or clearly personalised'. It is for this reason that are services are exempt from the normal distance selling regulations.

4.3 As part of our on-going commitment to 100% customer satisfaction, we guarantee to revise your documents until you are 100% satisfied, regardless of time periods. This is our 100% satisfaction guarantee.

5. Complaints

5.1 Any complaints about items or services delivered may be sent to our support team: louiselittleton@rocketmail.com or 07884 076914. There is no guarantee of a suitable resolution. Each case will be looked at individually, and all parties will be involved to sought suitable resolution.

6. Prices

6.1 Prices are displayed and updated on website and are subject to change in line with market fluctuation. Vouchers codes and other promotional discounts can be taken advantage of during payment/checkout stages when placing an order. Unless identified formally, no discounts will be issued based on personal circumstances.

These terms and conditions are subject to change at any time.