



Terms and Conditions

By utilising our CV writing service, you agree to be bound by these terms and conditions.

Top Dog CV is a trading name of SDW Recruitment Ltd

Information you provide

You are solely responsible for any information you supply to the site, the company or our consultants. You are responsible for ensuring that all information supplied by you is accurate, true and up to date and not in any way misleading. Information must be non-discriminative, not obscene or in breach of any copyright, trademark or other property rights. It is your responsibility to ensure that content and data is virus free prior to its submission. We reserve the right to discard or remove any content which is inappropriate at our discretion and without question for any reason.

Liability

Top Dog CV will not be held accountable or liable for any losses encountered by the customer. You agree to indemnify Top Dog CV and our consultants against all costs, expenses, claims, losses, liabilities or proceedings arising from the misuse of this site or our services by you or your representatives.

Top Dog CV does not accept any liability for any loss (whether direct or indirect, for loss of business, revenue or profits, wasted expenditure, loss of good faith, failure to secure a contract or interview, failure to fulfil your health and safety obligations, and the like) arising from the use of the site or our services and we prohibit any such liability, whether in contract or tort (to include negligence) or otherwise.

Any documentation is intended for advice purposes only. Top Dog CV will not be liable or accountable for any discrepancies or errors or any resulting issues, accidents, incidents or the like.

Top Dog CV will not accept liability for any errors or omissions in work that has not been checked and notified to us by the client within 7 days of submission.

Payment

All CV writing services that we offer are payable in advance, without exception. Work will only commence on your order on receipt of cleared funds. Orders cannot be cancelled once work has commenced.

Prices

All prices quoted and purchased are valid for a period of 30 days only.

We reserve the right to alter or change prices without prior notice.



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Should we not receive the required information or completed questions/questionnaires within 30 days of your order being placed, partial refunds will only be given at our discretion and are subject to an administration charge of £20.

Should a Stripe payment be reversed or a payment dispute be lodged, Top Dog CV reserve the right to stop work on your order immediately and seek alternative recovery processes, including court action. Any such action will be subject to any costs we incur from Stripe to handle the dispute and subject to due interest in line with the current Bank of England Interest % rate.

Your Order

Top Dog CV aim to present clients with the final draft of their CV within 3 working days from receipt of your current CV / completed Information Gathering Sheet (subject to your provision of all relevant information where additional information is requested), unless otherwise stated or where alternative arrangements have been made for an express service. (Working days are Monday-Friday, excluding bank holidays). Additional fees will be chargeable for an express service as agreed by us and you.

A final draft of your document will be emailed to you within the timescales agreed, subject to provision of requested and required information. After this time, you will have ten (10) working days to make and notify us of any alterations which need to be made. Any alterations will be made within the following five (5) working days. Any alterations after this date will be chargeable, at our discretion.

On occasions, due to staff sickness, annual leave and unforeseen circumstances, turnaround times may be adversely affected. Should we be unable to fulfil your order within our agreed timescale, we will always aim to notify you with an explanation as soon as possible.

Top Dog CV cannot be held liable for any loss (whether direct or indirect, for loss of business, revenue or profits wasted expenditure, loss of good faith, failure to secure a contract or interview, failure to fulfil your health and safety obligations, and the like) arising from the use of the site or our services and we prohibit any such liability, whether in contract or tort (to include negligence) or otherwise, nor can we guarantee the use of our products and services will result in an interview, safe working practices, securing of contracts and services, positive results or any other outcome.

Delivery of your order

On placement of your order, you are agreeing that we will deliver your order via Microsoft Word and PDF document sent by email to a valid email address provided by yourself at the time of order.



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Complaints

On the rare occasion you have a query or complaint, please contact us using our email address. Where complaints are received, we will log them accordingly and a response will be provided within five (5) working days.

Where a complaint is more complex and requires further investigation, the customer will be contacted within five (5) working days with an explanation and an indication of how soon a full response can be anticipated. Where it is not possible to resolve a complaint, the customer will be given a clear explanation in writing.

Interruptions and Omissions in service

We endeavour to ensure that this website remains of a high standard and aim to maintain its continuity. However, the internet is not a stable medium and errors, omissions and interruptions to service and delays may occur at any time, without warning. We do not accept any liability in respect of this or any other occurrence.

Disclaimer

All advice offered by Top Dog CV in any format and via our consultants is given in good faith and 'as is'. Top Dog CV will not be held accountable or liable for any losses or damage encountered by the customer as a result of taking our advice.

CV Gift Vouchers

1. All gift vouchers are valid for a period of 12 months and will expire 12 months from the date of issue.
2. No refund is given on any purchases which cost less than the value of the voucher.
3. Gift vouchers are non-refundable and cannot be exchanged for cash or any other alternative than the services offered by Top Dog CV.
4. Gift vouchers are subject to verification at the time of presentation.
5. No responsibility is accepted by Top Dog CV for lost, stolen, damaged or otherwise non-redeemable situations and such vouchers will not be refunded.
6. Vouchers can be redeemed against services of a greater value listed on the website but are subject to payment of the difference in price at the time of redemption.

Please be aware that you confirm your agreement to our Terms and Conditions when you place each and every order with Top Dog CV.