



1ST Leap Workforce Consulting, LLC Terms and Payment Policy and Agreement

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

Phone Consultation: All prospective 1ST Leap Workforce Consulting clients will receive a phone (15-30 min) or email consultation to briefly discuss career history and future goals. A verbal, phone (text) or email agreement of services will be finalized and established at the end of each consultation.

Payment: Once verbal, phone (text) or email agreement of services are finalized clients will receive a 1ST Leap Workforce Consulting payment invoice via email. 1ST Leap Workforce Consulting, LLC invoices are required to be paid in full within 48 hours of agreement of service. If payment is not received within 48 hours the invoice will be voided and suspended without further action. ****All resume packages and additional services require a 100% upfront payment before all services are rendered or packages are released. Additional processing fees will be applied* Providing payment for services acknowledges full agreement to 1ST Leap Workforce Consulting, LLC Terms and Payment Policy and Agreement****

1. Questionnaire and Current Resume: Once payment is finalized 1ST Leap Workforce Consulting clients will receive a career history questionnaire. Questionnaires and Current Resumes (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 completion times.
2. All resume services require a 7-10 business day turnaround and completion time. All completed documentation will be sent via email. Federal Government resumes may require 7-15 business day turnaround and completion time.
3. After completion, 1ST Leap Workforce Consulting 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 \$35(\$45 for federal government resumes) will be charged for any modifications after the 48 hours grace. ****Modifications services require a 1-3 business day turnaround and completion time* Modification services are only provided for completed 1ST Leap Workforce Consulting, LLC resumes and additional services. 1ST Leap Workforce Consulting, LLC does not guarantee job interviews or employment.***