

## **Terms of Service for Clients**

### **TaNiya Clayton LLC DBA Champion Business Services Terms of Service**

By using the services provided by TaNiya Clayton LLC, you agree to the following terms:

#### **Services Offered:**

- **Career Coaching:** Includes resume writing, LinkedIn optimization, job interview coaching, personal branding, and career development services.
- **Business Coaching:** Includes the RiseUp by Design program, which helps individuals launch coaching or service-based businesses.
- **Deliverables:** May include resumes, cover letters, coaching sessions, job search strategy workbooks, and LinkedIn profiles.

#### **Payment Terms:**

All services must be paid upfront. Payment plans are available for some coaching programs, such as the Purposeful Career Program and RiseUp by Design Coaching Package. No services will begin without full payment or an agreed-upon payment plan.

#### **Cancellations and Rescheduling:**

Coaching sessions must be rescheduled with at least 24-48 hours' notice. All sessions must be completed within 60 days of payment, with up to a 30-day extension at the coach's discretion.

#### **Client Responsibilities:**

- For resume writing services, clients must submit payment, sign the service agreement, complete the intake questionnaire, and schedule a deep dive call to discuss their experience. The intake questionnaire must be submitted within 24 hours of payment unless otherwise discussed.
- For coaching sessions, clients must complete all pre-work and action items. Clients are responsible for providing accurate and complete information.

#### **Deliverables and Turnaround Times:**

- Resume and cover letter: 7-10 business days (excluding weekends and holidays).
- LinkedIn profiles: 3-5 business days (excluding weekends and holidays).
- Coaching sessions: Bi-weekly or as scheduled based on the client's package.

#### **Disputes and Dissatisfaction:**

If clients are dissatisfied with any services, they must communicate their concerns, and we will work together to resolve the issue. For resume writing, the client is responsible for providing

detailed and accurate information. If clients are not getting interviews, we will offer additional support to review the resume and make necessary adjustments, as long as it pertains to the service purchased.

**Warranties and Guarantees:**

We do not offer warranties or guarantees for career success or job placement. However, we provide ongoing support to resume clients at no additional charge for challenges directly related to the services provided.