JOB PATHWAYS

Terms and Conditions

Last updated: 4 October 2026

1. Our services

- Free CV Review: written feedback on your current CV, covering what is working, the three highest-priority improvements and practical next steps. It does not include a full rewrite, a cover letter, line-by-line editing or ongoing coaching.
- CV + Cover Letter Refresh: a refreshed CV and matching cover letter for one agreed target role or closely related role group, supplied as editable Word files and PDF versions. These are sold together as one package.

2. Price and payment

The CV + Cover Letter Refresh costs $50 NZD. Job Pathways is not GST-registered, so no GST is charged. Full payment is required before we begin work. Payments are processed by Stripe.

3. Timeframes

- We aim to send your Free CV Review within one business day of receiving your CV.
- We aim to send your first draft within two business days after we receive your payment and your completed details.
- A business day is Monday to Friday, excluding New Zealand public holidays.
- These are targets. They may take longer if the information you send is incomplete or unclear, and we will let you know if so.

4. Revisions

One consolidated minor revision round is included. Please send all requested changes within 7 calendar days of receiving your draft. Revisions cover corrections, clarifications and reasonable refinements based on the information you gave us. A new target role, substantial new information or a major change in direction may need a separate quote.

5. Your responsibilities

Please give us accurate and complete information. We will not invent or inflate qualifications, job titles, dates, responsibilities or achievements. You must check and approve your final documents before you use them.

6. Cancellation and refunds

- If you change your mind before we begin work, you can cancel for a full refund.
- Once review, drafting or rewriting has started, a refund for a change of mind will be based on the work already completed and may be partial.
- If our service is not carried out with reasonable care and skill, or we cannot provide the agreed service, you may be entitled to a remedy, which can include having the work corrected or a refund.

Nothing in these terms limits your rights under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986.

7. No guarantees about outcomes

We do not guarantee interviews, job offers, salary outcomes or results from applicant tracking systems. Hiring decisions are made by employers.

8. Human review and AI

Every document is reviewed by a person for accuracy, clarity and consistency. AI tools may assist with research, drafting and quality checks, but they do not replace human judgement or create career facts.

9. Ownership of your documents

Once you have paid, you own the final documents we supply to you and can use them as you wish. We keep a copy only for the retention period set out in our Privacy Policy.

10. Privacy

How we collect, use and store your information is explained in our Privacy Policy.

11. Law and contact

These terms are governed by New Zealand law. If you have a question or concern, contact us at upskill@jobpathways.co.site.