EPIC INC CONSULTING

GENERAL TERMS & CONDITIONS OF SERVICE
Career Positioning | CV Strategy | Job-Ready Applications
Where careers get noticed.
Effective date: 19 November 2026

These Terms & Conditions govern all professional services provided by EPIC INC CONSULTING ("Epic", "the Consultant", "we" or "our") to clients ("the Client", "you" or "your").

By selecting a service, making payment and signing or electronically accepting the Client Agreement, the Client confirms acceptance of these Terms & Conditions.

1. GENERAL SERVICE AGREEMENT

1.1. EPIC INC CONSULTING provides professional career consulting services, including CV development, CV upgrades, professional document preparation, LinkedIn profile optimisation, interview preparation, career guidance and recruitment services.

1.2. Each service is provided according to the specific package selected and paid for by the Client.

1.3. Clients are responsible for reviewing the package descriptions, inclusions, exclusions, turnaround times and revision allowances before making payment.

1.4. Services are limited to the scope agreed upon at the time of booking. Additional requests, changes in scope or services not included in the original package may attract additional fees.

1.5. EPIC INC CONSULTING reserves the right to decline requests outside the agreed service scope.

2. PAYMENT TERMS

2.1. Payment is required upfront before work commences, unless an alternative written arrangement has been agreed upon.

2.2. Work will only be scheduled once payment has been received and all necessary information and supporting documentation have been supplied.

2.3. Additional services, amendments and administrative charges must be paid before additional work is undertaken.

2.4. Proof of payment does not replace confirmation that funds have cleared into the designated account.

2.5. EPIC INC CONSULTING reserves the right to suspend work or withhold final document delivery where an agreed payment remains outstanding.

3. TURNAROUND TIMES AND DELIVERY

3.1. Standard turnaround times are communicated according to the package selected.

3.2. Standard CV package turnaround times generally range from one to two working days, unless otherwise specified.

3.3. Turnaround times commence once:

- Full payment has been received.
- All requested information and supporting documents have been supplied.
- Sufficient information is available for the service to proceed.

3.4. Working days exclude Saturdays, Sundays and South African public holidays.

3.5. Delays caused by incomplete information, missing documentation, delayed responses or additional requests may affect the original delivery schedule.

3.6. EPIC INC CONSULTING will make reasonable efforts to meet agreed delivery timelines.

4. DRAFT REVIEW AND THREE-WORKING-DAY RESPONSE PERIOD

4.1. Once the first draft of a CV or applicable document has been delivered, the Client has THREE (3) WORKING DAYS to review the document and submit requested corrections, edits, updates, suggestions and amendments.

4.2. The three-working-day period commences on the first working day following delivery of the initial draft.

4.3. The Client is responsible for reviewing the complete document and consolidating requested amendments within this period.

4.4. All requested amendments must be submitted in writing through the agreed communication channel, preferably WhatsApp or email.

4.5. The Client must ensure that all requested amendments are clear, accurate and sufficiently detailed.

4.6. The three-working-day response period is enforced to maintain efficient workflow management, scheduling and availability for other clients.

4.7. If the Client fails to submit amendments within the allocated period, the project will be considered closed for the purposes of the included revision allowance.

4.8. Any subsequent request to reopen the document or resume editing after the allocated period will attract a R150 administration and reactivation fee.

4.9. The administration fee covers project retrieval, reviewing previous correspondence, reopening the document and rescheduling the work.

4.10. Payment of the administration fee does not include unlimited additional editing. Further amendments remain subject to the applicable revision allowance and additional charges.

5. INCLUDED REVISION ALLOWANCE

5.1. Unless otherwise specified in the selected package, each applicable document includes a maximum of THREE (3) FULL REVISION ROUNDS.

5.2. These revision rounds must be used within the three-working-day review period following delivery of the initial draft.

5.3. A revision round refers to one consolidated submission of amendments from the Client, followed by the Consultant implementing those agreed amendments.

5.4. The included revisions cover reasonable corrections and refinements to the original agreed document, including:

- Spelling and grammatical corrections.
- Minor wording adjustments.
- Corrections to dates and contact information.
- Clarification of existing employment responsibilities.
- Refinement of professional descriptions.
- Minor formatting and layout adjustments.
- Reasonable refinements to existing qualifications and experience.

5.5. The three revision rounds do not constitute three entirely new CVs or three complete rewrites of the original document.

5.6. Once all three included revision rounds have been used, additional amendments will be quoted separately and charged according to the extent of the work required.

5.7. Clients are encouraged to submit complete and consolidated feedback to make effective use of their revision allowance.

6. ADDITIONAL CHANGES AND OUT-OF-SCOPE WORK

The original package price covers the specific service and information agreed upon when the order was placed.

The following requests constitute additional work and may attract further charges:

6.1. Adding new employment positions or career history not supplied before the original document was prepared.

6.2. Adding newly acquired qualifications, certifications or professional achievements after the initial draft has been completed.

6.3. Changing the intended career direction, industry or target job position after the original CV has been developed.

6.4. Requesting a new CV version tailored to a different position, industry or career opportunity.

6.5. Rewriting substantial sections due to changes in the Client's instructions or career objectives.

6.6. Replacing the original CV structure or requesting a completely different design after the initial document has been prepared.

6.7. Adding information or responsibilities not included in the original information supplied.

6.8. Requesting substantial amendments after the three-working-day review period.

6.9. Requesting additional editing rounds after the three included revision rounds have been exhausted.

6.10. Additional work outside the original agreed scope will be assessed and quoted separately before commencement.

Important: New employment positions, additional career history, new career directions and substantial changes to the original information are not ordinary corrections. They constitute additional work.

7. ADMINISTRATION AND REACTIVATION FEES

7.1. A standard administration and reactivation fee of R150 applies where a Client requests amendments or reopens a completed project after the allocated three-working-day review period.

7.2. This fee compensates for additional administration, file retrieval, scheduling and disruption to the existing production queue.

7.3. The administration fee does not automatically include additional document rewriting or extensive amendments.

7.4. Where the requested work exceeds the administration fee's scope, a separate quotation will be provided.

7.5. Additional work will only commence once applicable fees have been approved and paid.

8. CLIENT RESPONSIBILITIES AND ACCURACY OF INFORMATION

8.1. The Client is responsible for providing accurate, complete and truthful personal, educational and employment information.

8.2. EPIC INC CONSULTING relies on the information supplied by the Client when preparing professional documents.

8.3. The Client must verify all personal information, employment dates, qualifications, job titles, responsibilities and contact details before approving the final document.

8.4. EPIC INC CONSULTING will not knowingly include false qualifications, fabricated employment history, misleading achievements or inaccurate professional claims.

8.5. The Client accepts responsibility for errors or omissions arising from incorrect information originally supplied.

8.6. Substantial corrections resulting from inaccurate or incomplete information may be treated as additional work.

9. CV DESIGN, FORMATTING AND ATS OPTIMISATION

9.1. EPIC INC CONSULTING aims to produce professional, modern and appropriately structured CVs.

9.2. Where applicable, CVs are developed with Applicant Tracking System (ATS) readability in mind.

9.3. ATS optimisation involves appropriate document structure, formatting and relevant keywords.

9.4. No guarantee is made that a CV will pass every ATS platform, receive a recruiter response or result in an interview or employment offer.

9.5. Final document presentation will be determined according to the selected package and professional requirements of the Client's target industry.

10. LINKEDIN OPTIMISATION

10.1. LinkedIn optimisation services are limited to the inclusions specified in the selected package.

10.2. Clients are responsible for providing accurate information and completing any account actions required.

10.3. Appropriate security measures must be followed when account access is required. Clients must never disclose banking passwords, personal PINs or one-time verification codes.

10.4. EPIC INC CONSULTING cannot guarantee recruiter contact, job offers, profile views, applications or employment opportunities.

10.5. LinkedIn platform features, permissions and functionality are controlled by LinkedIn and may change without notice.

11. INTERVIEW PREPARATION AND CAREER GUIDANCE

11.1. Interview preparation and career guidance services provide professional assistance, recommendations and practical guidance.

11.2. The Client remains responsible for their own interview performance, career decisions and application submissions.

11.3. EPIC INC CONSULTING does not guarantee successful interviews, employment offers, promotions or placement outcomes.

12. RECRUITMENT SERVICES

12.1. Recruitment services are provided according to the separate agreement or quotation accepted by the employer or Client.

12.2. Candidate sourcing, suitability, screening, verification and placement arrangements will be managed according to the agreed recruitment scope.

12.3. Employers are responsible for making their own final hiring decisions and conducting any additional checks required.

12.4. Recruitment fees, payment terms, replacement provisions and candidate ownership arrangements will be confirmed separately in writing.

13. APPROVAL AND FINAL DOCUMENT DELIVERY

13.1. The Client is responsible for reviewing the final document before using or distributing it.

13.2. Once the included revision rounds have been completed and the final document has been approved or accepted, the project will be regarded as completed.

13.3. Final documents will be delivered electronically in the agreed format.

13.4. The Client is responsible for retaining copies of all final documents supplied.

13.5. Future updates, amendments or additional versions will be treated as new work and may attract additional charges.

14. CANCELLATIONS, REFUNDS AND DISPUTES

14.1. Cancellation requests must be submitted in writing.

14.2. Where work has not commenced, cancellation and refund requests will be assessed in accordance with applicable South African consumer legislation.

14.3. Where work has commenced, any refund assessment will take into account the work already performed, resources committed and applicable legal requirements.

14.4. Nothing in these Terms & Conditions is intended to exclude or limit consumer rights that cannot lawfully be excluded under the Consumer Protection Act.

14.5. Concerns or disputes should first be raised directly with EPIC INC CONSULTING to allow a reasonable opportunity for resolution.

15. CONFIDENTIALITY AND PROTECTION OF PERSONAL INFORMATION

15.1. EPIC INC CONSULTING recognises that CVs and career documents contain confidential personal information.

15.2. Client information will be handled responsibly and used for the purpose of providing the requested services.

15.3. Personal information will not knowingly be disclosed to unauthorised third parties, except where required to provide the agreed service or where legally required.

15.4. The Client consents to the collection and processing of relevant personal information for the purpose of preparing documents and providing the selected service.

15.5. Personal information will be handled in accordance with applicable South African data protection legislation, including POPIA.

15.6. Clients should not submit passwords, banking credentials, PINs or other unnecessary sensitive security information.

16. INTELLECTUAL PROPERTY AND USE OF DOCUMENTS

16.1. Documents prepared for the Client are intended for the Client's personal career and employment purposes.

16.2. The Client may use completed CVs, cover letters and other purchased documents for their own employment applications.

16.3. EPIC INC CONSULTING retains ownership of its underlying templates, design systems, working methods and proprietary business materials.

16.4. Clients may not reproduce, resell or commercially distribute EPIC INC CONSULTING templates or proprietary materials without written permission.

17. NO GUARANTEE OF EMPLOYMENT

17.1. EPIC INC CONSULTING provides career consulting and recruitment-related support.

17.2. The Consultant does not guarantee employment, interviews, recruiter responses, promotions, salary increases or successful job applications.

17.3. Employment outcomes depend on multiple factors, including market conditions, employer requirements, candidate suitability and competition.

17.4. The purpose of the service is to improve professional presentation, application readiness and career positioning.

18. AMENDMENTS TO THESE TERMS

18.1. EPIC INC CONSULTING reserves the right to update its Terms & Conditions when necessary.

18.2. Applicable terms will be communicated to Clients at the time of booking.

18.3. Any specific written agreement between EPIC INC CONSULTING and the Client will take precedence where it expressly varies a provision of these general terms.

19. GOVERNING LAW

These Terms & Conditions are governed by the laws of the Republic of South Africa, including applicable provisions of the Consumer Protection Act 68 of 2008 and the Protection of Personal Information Act 4 of 2013.

Any disputes will be dealt with in accordance with applicable South African law.

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