Refund Policy

Effective Date: [Insert Date]

This Refund Policy explains how refunds are handled for services purchased through **Careerhelpp.**

General Policy

Because many Careerhelpp services are digital, personalised, or consultation-based, refund eligibility may vary depending on the service provided and the stage of delivery.

Eligible Refund Situations

Refund requests may be considered where:

- A duplicate payment occurred
- A booked service cannot be delivered
- Careerhelpp cancels the service
- Technical issues prevent delivery
- A refund condition specifically applies

Job Support Refund Condition

Where Careerhelpp agrees to support a candidate up to the interview stage, and the candidate:

- Does not attend the interview, or
- Cannot continue for personal reasons

Careerhelpp may issue a refund of up to **40%** of the original payment at its discretion.

Accommodation Support Policy

Our Commitment

We are committed to helping you find suitable accommodation based on your requirements. If you're not satisfied with the first option, we will continue to find alternatives until you are satisfied, subject to availability.

Accommodation Service Charges

The Accommodation Support Service is a professional assistance service. Once the service has commenced, all accommodation service charges are strictly **non-refundable**, regardless of whether the client accepts the first property or multiple alternative options are provided.

Non-Refundable Situations

Refunds generally will not be provided where:

- Services have already been delivered
- Work has commenced
- The user becomes unresponsive
- Accommodation support services have commenced
- Accommodation service fees are non-refundable after the service begins
- False information was provided
- The user violates platform policies
- Delays occur due to missing user cooperation
- Alternative accommodation options will continue to be provided until the client finds a suitable property

Processing Time

Approved refunds are normally processed within **7–14 working days** using the original payment method where possible.

Chargebacks

Users are encouraged to contact Careerhelpp directly before initiating chargebacks or payment disputes.
Fraudulent or abusive chargebacks may result in suspension of services.

If you have any questions regarding our refund policy, feel free to contact us. We're here to help!

Contact Us