

TRICE OCCUPATIONAL CONSULTING SOLUTIONS TERMS & CONDITIONS:

*These Terms and Conditions apply to occupational consulting services provided by
Trice Occupational Consulting Services, LLC.*



DEFINITIONS: The following definitions are applicable:

- “Client” or “You” – The party receiving services from TOCS.
- “Invoice” – ledger of services requested.
- “Employment Document” – any form of written information; Resume, Cover Letter, CV, etc.
- “TOCS” – TRICE Occupational Consulting Solutions, LLC

SERVICES: You will become a Client of TOCS once you select a service package and pay at least 50% of the selected package cost. TOCS will provide services to Customer as described in the Customer’s selected package. TOCS will offer an initial assessment as described in these Terms.

CUSTOMER’S OBLIGATIONS: Customer will cooperate with TOCS in all matters relating to the services, and will respond promptly to TOCS’ requests to provide direction, information, or documentation that is reasonably necessary for TOCS to perform the services.

CONFIDENTIALITY: TOCS will respect the privacy of its clients. TOCS will not share or disclose any information submitted electronically or in person unless permission or authorization is given in advance.

PACKAGE SELECTION: Package selection will be done via email and paid in advance before service(s) are performed.

INITIAL PAYMENT: Once you select a package, TOCS will send an invoice for cost of service(s). To begin any services, the Client will need to pay 50%-100% of the selected Package before TOCS performs any services. The remaining balance for the invoice of services will be due upon the approval of the Draft. Any additional fees must be paid in full at the time they are billed.

TIME OF SERVICE/PACKAGE COMPLETION: Once TOCS receives all requested documentation, TOCS will complete an initial draft within 10 business days (*3-5 for Employment Documentation, 7-10 for Business Related Documentation*). Each Package includes a timeframe of completion. If the client fails to correspond/ communicate within the Package timeframe, all services will be cancelled (null and void). Once service(s) are contracted, any additional service(s) scheduled or completed outside of the original discussed package timeframe, will be invoiced.

Immediate service needs; TOCS can also perform Rush Service or Same Day Service for an additional fee. Rush Service(s) are completed within 24 hours from received payment. Same Day Service(s) are completed within that day, once payment has been received. Rush and Same Day Service(s) are to be paid in full at time of selection.

ASSESSMENT: After the initial payment has been made, TOCS will offer an assessment. 30 minutes will be prearranged to review Client’s documentation and discuss needs. Gathering of information or documentation review can be conducted via phone conference, face to face meeting, or through electronic communications.

FILLABLE FORMS: If Client does not have a current Resume or Employment Document, TOCS offers fillable forms to collect additional information. These forms offer different insights to employment documents. (**NOTE:** *Form needs to be downloaded first, then saved to Clients computer or device before submitting to TOCS via email, unless written by hand*)

- **Preliminary Questionnaire** - designed to assist in creating a Cover Letter that includes the Client employment needs and desires.
- **Resume Template** – used to collect employment history, education and skills.
- **Unpaid or Volunteer Work** - this form/information can be used in place of the Resume Template.
- **Training or Certifications** - this is any type of training, class, webinar, study that the Client has taken or been a part of (i.e., CPR, First Aid, Customer Service, etc.).

DRAFT REVIEW: Once TOCS has received all Clients information and/or documentation TOCS will submit a document draft to the Client for review. The draft review document will be sent via email for approval, unless a meeting is requested by the Client.

DRAFT APPROVAL: Client will review the draft in a timely manner and approve the draft after any/all edits have been complete. TOCS may charge additional fees for any additional drafts.

FINAL DOCUMENT: Final document(s), will be sent to the Client via email once the final invoice is paid in full.

RETURN POLICY: No Returns allowed once a Final Document has been submitted and approved. If there are corrections and/or edits, that need to be made, the Client has 5 business days to notify TOCS to make the necessary edits/changes. Client has various opportunities during the draft process to make corrections/edits throughout the process regarding the following; verbiage, grammar, spelling and format.

TERMINATION: TOCS may terminate its services if Client (i) fails to pay any amount within 30 days from which it was due, or (ii) has failed to communicate or correspond within the Packages timeframe of services, or (iii) has not complied with any of these Terms. Once services are terminated, no refunds will be disbursed.

FORCE MAJEURE. TOCS will not be liable for any failure or delay in performing the services if such failure or delay results from acts or circumstances beyond TOCS' reasonable control, including without limitation, acts of God, flood, fire, earthquake, explosion, governmental actions, war, invasion or hostilities (whether war is declared or not), terrorist threats or acts, riot, or other civil unrest, national emergency, revolution, insurrection, epidemic, lock-outs, strikes or other labor disputes, telecommunication breakdown, or power outage.