

General Terms and Conditions (GTC) for Candidate Services

1. Scope

These General Terms and Conditions (GTC) apply to all agreements between hearts and brains GmbH (hereinafter referred to as the "Provider") and individual clients (hereinafter referred to as the "Client") regarding the Candidate Services offered via the website www.heartsandbrains.ch.

2. Contract Formation

A contract between the Provider and the Client is established once the Provider confirms the Client's booking in writing via email. By submitting a booking through the website, the Client accepts these GTC.

3. Services

The Provider offers the following services:

- CV consultation services
- CV creation and optimization
- LinkedIn profile analysis and consultation
- Interview coaching and guidance

The exact scope of services is outlined in the respective service description on the website.

3.1 Required Documents

CV Requirements

To receive the booked service, the Client must submit an up-to-date CV in digital format (PDF or Word). The CV must be written in the language in which the final document is to be provided and must contain at least the following information:

- **Personal details** (name, email, phone number)
- **Work experience** (position, company, duration, responsibilities)
- **Education & training**
- **Relevant skills & competencies**

Flowing text formats, exported profiles (e.g., LinkedIn/Xing), or incomplete documents will not be accepted. The Provider reserves the right to reject inadequate CVs or charge additional fees. If extra fees apply, the Client will be informed in advance and their written consent obtained.

3.2 Service Delivery & Timelines

The standard delivery time for CV services (CV Smart Review, CV Optimizer, Optimizer Package) is up to 10 business days after the initial call between the Client and the Provider. If a faster service is required, it can be booked via the Express Service. The standard delivery time for

interview preparation is up to 5 business days after the Provider confirms the booking. If a faster service is needed, it can be booked via the Express Service.

3.3 Express Service

Express Service is only available based on capacity. Submitting a request for Express Service via the booking form does not constitute a binding agreement. If capacity allows, the Provider will confirm availability and the specific date with the booking confirmation. There is no entitlement to Express Service if capacity is unavailable.

3.4 Revisions & Adjustments

After service completion, minor revisions to wording and error corrections can be requested within 48 hours of the final call. These revisions are limited to minor linguistic changes and corrections of spelling or grammar errors. Major content or structural changes are not included and require a separate agreement.

4. Pricing and Payment Terms

4.1 Package Prices

The published package prices are exclusive of VAT and cover the processing of a CV that meets the stated requirements, with a maximum of three pages in a standard font size (9-14 pt) and well-structured formatting (minimum margins of 1.5 cm, line spacing of at least 1.0, and paragraph spacing of at least 6 pt). Additional charges may apply for deviations from these specifications.

4.2 Payment Terms

Upon booking confirmation, the Client will receive an invoice for the booked services. Payment must be made within two days of invoicing via the specified bank account or TWINT payment link. Service delivery will commence only after receipt of payment.

If payment is not received at least **48 hours before the scheduled initial call** for CV services (CV Smart Review, CV Optimizer, Optimizer Package) or the interview preparation session, the booking will be canceled.

5. Cancellation and Refund Policy

5.1 Free Cancellation

A cancellation is possible up to 48 hours before the initial call for CV services (CV Smart Review, CV Optimizer, Optimizer Package) or the interview preparation session. In this case, the Client will receive a full refund of any payments made.

5.2 Cancellation with Fees

If cancellation occurs less than 48 hours before the scheduled call for CV services or interview preparation, a processing fee of CHF 100 will be deducted from the refund.

For **no-shows** (failure to attend without prior cancellation), no refund will be provided.

In exceptional cases, rescheduling may be offered as a goodwill gesture.

5.3 Rescheduling by the Provider

The Provider reserves the right to reschedule appointments for valid reasons. In such cases, an alternative date will be offered. If no suitable date can be found, the Client will receive a **full refund**.

6. Liability & Disclaimer

The Provider performs services with due diligence but does not guarantee the accuracy, completeness, or success of the created or revised documents or consultation services. Liability for indirect damages, consequential losses, or missed opportunities is excluded. Liability for gross negligence, intentional misconduct, and damages arising from injury to life, body, or health remains unaffected.

7. Data Protection

The Provider treats all personal data of the Client confidentially and in compliance with applicable data protection regulations. Further details can be found in the Privacy Policy on the website.

8. Final Provisions

8.1 Governing Law and Jurisdiction

Swiss law applies. The place of jurisdiction is the Provider's registered office.

8.2 Severability Clause

If any provision of these GTC is or becomes invalid, the validity of the remaining provisions remains unaffected.

hearts and brains GmbH

www.heartsandbrains.ch

Zug, February 2025