



Project & Service Agreement



Purpose

This Project & Service Agreement sets forth the terms and conditions under which Avalon Grade Solutions LLC ("The Company") and the Client ("Client") agree to collaborate.

Whereas, the Client has hired the services of The Company to provide custom-made project management resumes and related services as described in the purchased service package. Whereas, this Agreement becomes effective on the date the Client signifies agreement.

Payment Terms

The Client agrees to pay either the full price of the service package or the agreed-upon split payment plan (2–3 monthly payments).

Payments shall be made via credit or debit card or another mutually agreed payment method. All payments are valued in U.S. dollars, and the Client is responsible for paying in U.S. dollars, regardless of their location.

Payments are non-refundable except under specific conditions outlined in the "Refund" section of this Agreement.

Turnaround Time

The Master Resume Rough Draft will be delivered within:

- 5–7 business days for Bronze & Silver packages.
- 3–5 business days for the Gold Package.

Turnaround time begins only after:

- Initial payment is received, **and**
- The scheduled **clarity call** with the Client has been completed.

The final Master Resume will be delivered after all edits have been made and the draft is approved by the Client.

Job-specific tailored resumes will be delivered within 24 hours per job role after receiving the relevant job posting. If multiple job-specific resumes are requested simultaneously, each will be delivered within 24 hours per job role.

Additional services (e.g., LinkedIn profile makeover, job application coaching) will be delivered within 2–5 business days after the Master Resume Draft has been finalized. Timelines may vary depending on the Client's responsiveness.

Reactivation

Projects will expire after six (6) months of inactivity.

- No reactivation fee will be charged for resuming expired projects.
- If a completely new resume needs to be built, a new service fee will be required.

Revisions

Unlimited revisions are available within the first three (3) months of project commencement.

Minor adjustments and assistance are allowed before or after the three-month period, including:

- Keyword placement.
- Minor formatting changes.
- Re-sending lost or forgotten documents

Privacy

The Company is committed to protecting the Client's privacy. All information provided by the Client will be used solely to fulfill the project requirements and will not be shared with third parties without consent.

Services

The Company agrees to:

- Write a custom project management resume tailored to the Client's career goals and experience.
- Revise the drafts until the Client approves the content within the scope of the selected package.
- Deliver final copies of the resume and any additional materials included in the package.

Limitation of Liability

The Company is not responsible for:

- Employment outcomes resulting from the use of the resume.
- Errors or omissions in information provided by the Client.

The Company's total liability is limited to the amount paid by the Client for the service package.

Guarantee Policy

Each guarantee begins **after** the approval of your *Master Resume Draft*.

This is because, between payment and delivery of that draft, we spend time gathering the right information, asking the right questions, and making sure the foundation is built properly. The timeline for results **begins once your Master Resume is finalized and approved**.

Bronze Package

Guarantee: If you do not receive increased engagement (through email, phone, or LinkedIn) within 30 days after your Master Resume is approved, we will upgrade you to the Silver Package free of charge. **Note:** This does not include the 100% money-back guarantee presented in Silver Package.

Silver Package

Guarantee: If you do not receive at least one (1) interview request within 30-60 days after your Master Resume is approved, we will issue a full **100% money-back guarantee**.*

Gold Package

Guarantee: If you do not receive at least one (1) job offer within 60-90 days after your Master Resume is approved, we will issue a full **100% money-back guarantee**.*

***Note:**

Our guarantee is built on a shared commitment. While we handle the strategy, writing, and optimization, results are strongest when both sides stay engaged.

To qualify for the guarantee, the client must actively apply to a **minimum of three (3) job postings per week** after the Master Resume is finalized and throughout the applicable guarantee period (30–60 days, depending on the package).

To verify activity, applications must:

1. Log the application in the provided job dashboard, and
2. Submit application using the client's designated Gmail account for tracking purposes.

This ensures full transparency and accountability for best results of your PM career journey.

Refund Policy

Separate to our 100% money-back guarantee mentioned above, AGS offers refunds due to unforeseen complications if/when applicable. We understand that life happens, priorities shift, and timelines change. Our refund policy is structured to be fair and flexible, depending on how much of the service has already been delivered.

Refund tiers:

- 100% Refund – Available before the clarity call, provided no work has started or additional written agreements have been made.
- 90% Refund – Available within 24 hours after the clarity call.
- 50% Refund – Available after the Master Resume Draft has been delivered.



No Refund Conditions

Refunds will not be issued if any of the following apply:

- The client is unresponsive for more than three (3) months.
- The delivery of Master Resume and one or more additional package services (e.g., coaching calls, tailored resumes, LinkedIn optimization) have been delivered.

Right to Represent & Job Application Authorization

By initialing and signing this Agreement, the Client authorizes Avalon Grade Solutions LLC ("The Company") to assist in their job application process for *Silver & Gold packages*, as outlined below.

The Client understands and agrees to the following:

1. Authorized Representation:

The Company may apply to job opportunities on the Client's behalf, using Client-approved resume materials and job preferences. This includes submitting resumes, cover letters, and basic application details to relevant job roles and platforms.

2. Email & Account Creation:

The Company may—with the Client's knowledge and consent—create a dedicated email account (e.g., Gmail) for job search purposes. This account may also be used to register profiles on job boards or career platforms, all under the Client's name.

3. Accuracy & Consent:

The Client confirms all materials provided to The Company are truthful and accurate. No application will be submitted without the Client's resume approval. Applications requiring legal declarations, e-signatures, or affirmations of truth will not be submitted without additional, specific consent from the Client.

4. Privacy & Transparency:

The Client's personal information will only be used for the purposes of job applications and will not be shared, sold, or distributed without express permission. All logins and data can be provided to the Client upon request.

5. Non-Employment Status:

The Company is not an employer, recruiter, or legal representative. It acts solely as an authorized job search facilitator. Employment offers, decisions, or negotiations are outside the scope of this Agreement

Content Release and Marketing Use Authorization

By signing this agreement, the Client grants Avalon Grade Solutions LLC ("AGS") license to utilize anonymized versions of project deliverables, including *resume content, rewritten resume bullets, and related materials*, for marketing, advertising, educational, and promotional purposes.

AGS agrees that under no circumstances will any personally identifiable information (PII) be shared. This includes, but is not limited to, the *Client's name, phone number, email, location, current or former employer names, or educational institution names*. All such PII will be replaced with placeholder text or anonymized details to protect Client confidentiality.

This authorization applies to both:

1. Original materials submitted by the Client (e.g., their unoptimized resume), and
2. Final deliverables produced by AGS (e.g., optimized resumes, rewritten bullets, summaries, or templates).

AGS may use this anonymized content in any of the following ways:

- Social media posts (e.g., before/after resume transformations)
- Website examples
- Educational materials or lead magnets
- Sales or marketing collateral

The Client acknowledges that the intent of this clause is to showcase the value and quality of AGS's work to support prospective clients, without compromising the Client's personal identity.

SIGNATURES

By signing this agreement, I acknowledge that I have read and understood all terms outlined above. I agree to proceed with services provided by Avalon Grade Solutions LLC and authorize the use of anonymized content as described.

Joshua T. Banwart

Avalon Grade Solutions LLC

A handwritten signature in black ink, appearing to read 'J. Banwart', with a stylized flourish at the end.

Client

Signature: _____ Date: _____

Name: _____