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The Promise...

Pinnacle Plus Career Services holds to the unwavering belief in continually pursuing excellence in client service and satisfaction. This includes the strictest professional standards on career search documentation design and counseling services. This is a promise... a continuous commitment...

This organization maintains the following The Pinnacle Plus Guarantee:

During the provision of job search or career development services your total satisfaction is the primary concern. If you are not satisfied with any part of the writing or counselling process you can request to have a partial or complete return of your funds. See below for details on each specified service:

The Pinnacle Plus Guarantee (Job Search Documentation Services)

At Pinnacle Plus Career Services there is a guaranteed return of all funds if you are not satisfied with services at anytime during the design process. This timeline is available up until resume completion and for a period of 5 business days after the return of completed documents. Note, significant attempts will need to be made in terms of edits or revisions to encourage client satisfaction. However, if attempts are made and you deem that there is no increased level in satisfaction, all funds will be returned.

* Note, these guarantees are one of satisfaction with the design of career search material, with the primary goal being an increase in the frequency of employment interviews. However, due to the complicated nature of the job search process, Pinnacle Plus Career Services never guarantees employment as a result of the resume creation process.

If you deem that you are not satisfied with the services and after receiving your refund, a request will be made that you complete a written satisfaction survey. This enables the company to receive feedback, to support the creation and implementation of new customer service changes.

The Pinnacle Plus Guarantee (Career Development Services)

At Pinnacle Plus Career Services there is a guaranteed return of 50% of all funds, if clients are not satisfied with services after the delivery of the initial consultation appointment. Note, significant attempts will be made to provide satisfaction in terms of an in-depth discussion and review, to attain client fulfillment. However, if attempts are made and it is still deemed that there is no increased level in satisfaction, 50% of client funds will be returned. Unfortunately, there cannot be a return of 100% of total funds due to the time afforded during client consultation, and preliminary provision of any client assessment(s) and counselling materials given.