

Service Agreement

- We shall validate the request and get back to you with the feedback OR ask for a meeting you're you within 2 working days from receiving the request.
- We have the right to refuse to work on the request on some case.
- We shall administer the testing process according to your needs.
- We shall send shortlisted candidates' resumes and the test results to you to choose from them, who are fit to fill the required vacancies.
- When you accept the nominated candidate for employment, we shall facilitate the interviewing process and provide hiring procedures support.
- In case you changed the job description by adding more qualifications, changing duties, changing location or industry, we shall charge extra fees, consider it as a new vacancy.
- We shall respond to you within two working days of receiving the hiring request to validate it.
- We shall agree with you on a periodical meeting to share updates (weekly or bi-weekly).
- We shall respond to your inquiries during the project within one working day.
- The time frame of the Recruitment service is calculated based on conducting one HR screening interview, conducting standard testing (IQ & English for entry-level & professional level, case study for senior level) and one technical interview, accordingly:
 - Every additional interview round should add 5-8 working days to the process duration.
 - Every additional test should add 3 working days to the process.
- We shall start working on your request after one working day of receiving the advance payment.
- We shall share a batch of CVs that matches your requirements within 5-7 working days.
- We shall respond to you on the shared batch of CVs within two working days.
- Any delay caused by you should be excluded from the service time frame.
- You shall share detailed written feedback within two working days of conducting the technical interview.
- In case you did NOT share the feedback within two working days of the technical interview, we shall send a reminder and wait for the feedback for two more working days. Then, close the request in case you did NOT reply.

Refund Policy

- In case of candidate separation from you within three months from the hiring date due to a performance issue we are obligated to provide a one-time replacement without any additional fees or to refund 50% of the fees paid by you.
- In case the we fulfilled your request after the agreed deadline due to a delay from our side, we shall refund 25% of the paid fees to you.
- In case we couldn't fulfill your request due to reasons related to you, such as hiring freeze, setting the position on hold, delay in response, or rejecting candidates who have the required job qualifications as requested, we shall close the request and refund 50% of the paid fees to you.

- In case we couldn't fulfill your request by sharing candidates who don't match the job criteria as per the job description, we shall close the request and refund 100% of the paid fees to you.