

TERMS OF SERVICE

These Terms of Service ("Terms") govern your access to and use of the website, coaching services, and job-search tools offered by Career Connexions LLC ("CCONX," "we," "us," or "our"), a Florida limited liability company. By purchasing a plan, creating an account, or otherwise using our services, you ("you," "Client") agree to be bound by these Terms. If you do not agree, do not use our services.

1. Description of Services

CCONX provides career transition consulting services organized around two proprietary methodologies:

- The Access Game — networking strategy and hidden job market access, delivered in part through CCONX's role as an Authorized Service Delivery Partner of CareerShift, a career research and networking platform owned and operated by Springshare LLC ("CareerShift").
- The Volume Game — AI-powered job application automation, delivered in part through CCONX's referral/affiliate relationship with Job Machine, an independent third-party job application service ("Job Machine").

The specific services, deliverables, coaching session count, and third-party tool access included in your engagement are set out in the plan description you purchase and any accompanying order confirmation. Services not expressly listed in your plan are not included unless separately purchased or agreed to in writing.

2. No Guarantee of Results

CCONX provides coaching, strategic guidance, and access to third-party tools intended to strengthen your job search. CCONX does not guarantee, and no CCONX representative, coach, or written or verbal communication should be interpreted as guaranteeing, any specific outcome, including but not limited to interviews, job offers, employment, salary levels, or timing of any result. Your outcomes depend on factors outside CCONX's control, including without limitation your qualifications, industry conditions, the hiring decisions of third-party employers, and your own participation and effort.

3. Third-Party Services

CareerShift and Job Machine are independent companies, and their platforms are governed by their own separate terms of service, privacy policies, and acceptable use policies, which you may be required to accept directly in order to access those platforms. CCONX:

- is an Authorized Service Delivery Partner of CareerShift and is not CareerShift's owner, developer, or a reseller of the CareerShift product; CareerShift's Terms of Service can be accessed at: <https://www.careershift.com/legal/termsandconditions>.
- is a referral/affiliate partner of Job Machine and is not Job Machine's owner, developer, or a reseller of the Job Machine product; Job Machine's Terms of Service can be accessed at: <https://jobmachine.app/terms>.
- does not control, and is not responsible for, the uptime, functionality, accuracy, security, or content of the CareerShift or Job Machine platforms.

Your use of CareerShift and Job Machine is at your own discretion and subject to those companies' own terms. CCONX is not liable for any act, omission, outage, data handling practice, or change in service made by CareerShift, Job Machine, or any other third-party provider referenced in your plan.

4. AI-Assisted Services

Certain services, including automated job application submission delivered through Job Machine, use AI-assisted tools to prepare, tailor, or submit application materials at scale. If and when included in a plan you purchase, a CCONX coach reviews your core strategy, resume, and positioning materials before they are used in automated applications; however, individual application submissions made at volume through Job Machine may not be reviewed one-by-one by a human prior to submission. You are responsible for reviewing and approving your core resume and profile content before it is used for automated applications.

5. Client Responsibilities

To enable CCONX to provide services effectively, you agree to:

- provide accurate, complete, and current information about your work history, qualifications, and career goals;
- participate in scheduled coaching sessions and respond to CCONX communications in a timely manner;
- promptly notify CCONX of any material change in your job search status, including accepting an offer; and
- use CCONX's services, and any third-party tools accessed through your plan, only for lawful, personal job-search purposes.

6. Fees, Payment, and Billing

Fees for each plan are set out at the time of purchase. All fees are due at the time specified in your order confirmation. CCONX reserves the right to suspend services for non-payment upon reasonable notice.

7. Cancellation and Refunds

All sales are final. Except as expressly required by applicable law or as CCONX may agree in its sole discretion on a case-by-case basis, fees paid for coaching services and access to third-party platforms provided through your plan are non-refundable once your engagement has begun, including with respect to any unused sessions, features, or remaining plan term.

8. Intellectual Property

Upon final delivery and payment in full, you own the resume, LinkedIn profile content, cover letters, and other written deliverables CCONX prepares specifically for you, of any. CCONX retains ownership of its underlying methodologies, coaching frameworks, templates, and training materials, and no license to those underlying materials is granted beyond what is necessary for you to use your own deliverables. CCONX may use anonymized, non-identifying insights from client engagements to improve its services and may use a Client's results as a testimonial only with that Client's separate written permission.

9. Confidentiality

CCONX will treat information you provide about your work history, compensation, and career goals as confidential, and will use it only to provide services to you and, where applicable, to share with CareerShift or Job Machine as necessary to deliver the portions of your plan that rely on those platforms. See our Privacy Policy for further details on how your information is collected, used, and shared.

10. Disclaimer of Warranties

Except as expressly stated in these Terms, CCONX's services and any third-party platforms accessed through your plan are provided "as is" and "as available," without warranties of any kind, whether express or implied, including without limitation warranties of merchantability, fitness for a particular purpose, or non-infringement. CCONX does not warrant that any third-party platform will be uninterrupted, error-free, or secure.

11. Limitation of Liability

To the maximum extent permitted by law, CCONX's total liability arising out of or relating to these Terms or your use of CCONX's services shall not exceed the amount you paid to CCONX for the services giving rise to the claim. In no event shall CCONX be liable for any indirect, incidental, consequential, special, or punitive damages, including lost income or lost employment opportunities, even if advised of the possibility of such damages.

12. Not Legal, Financial, or Immigration Advice

Nothing provided through CCONX's services constitutes legal, financial, tax, or immigration advice. Coaching related to salary negotiation, severance, or work authorization is offered for general informational and strategic purposes only. Clients should consult a licensed attorney, financial advisor, or immigration professional for guidance specific to their situation.

13. Termination

CCONX may suspend or terminate your access to services for violation of these Terms, non-payment, or misuse of CCONX's or a third party's platform, upon reasonable notice where practicable.

14. Dispute Resolution and Governing Law

These Terms are governed by the laws of the State of Florida, without regard to conflict-of-laws principles.

15. Modifications to These Terms

CCONX may update these Terms from time to time. Material changes will be posted on our website with an updated "Last Updated" date, and, where required by law, notice will be provided to active Clients. Continued use of CCONX's services after changes take effect constitutes acceptance of the revised Terms.

16. Contact Information

Questions about these Terms may be directed to Career Connexions LLC at info@careerconnexions.com.