

P2P Recruitment Refund and Guarantee Policy

This Refund and Guarantee "Policy" applies to the following purchases on P2P Recruitment Website - www.p2precruitment.com.au and P2P Recruitment mobile app - app@p2precruitment.com.au.

Refunds

1. Since the service offers non-tangible, irrevocable goods we do not provide refunds after the job posting is purchased, which you acknowledge prior to purchasing any product on the P2P Recruitment services.
2. Please make sure that you've carefully read service description before making a purchase on the P2P Recruitment website / mobile app.
3. P2P Recruitment in good faith may consider some kind of refund after costs are deducted if there are any extenuating circumstances that only p2p Recruitment deem as appropriate.
4. In the event were the applicant decides to withdraw their application after agreeing to the job offer, no refund would be provided to the employer as P2P Recruitment is not liable for the candidates withdrawal and P2P Recruitment consider that the job advert posting services on the website or App have been fulfilled.

Guarantees

1. 100% re-advertising guarantee on any position not filled after a 45 days for our Standard and Premium Service as per our terms and conditions.
2. 100% replacement guarantee as part of our Premium Service if any applicant leaves of their own accord within the first 4 weeks of their employment as per our terms and conditions.

Australian Consumer Law

Our services come with guarantees that cannot be excluded under the Australian Consumer Law i.e. for major failures with the services, you are entitled:

1. To cancel your service contract with us; and
2. To a refund for the unused portion, or to compensation for its reduced value.
3. Generally, a business does not have to give a refund or replacement if a customer simply changes their mind about a service after being purchased.

Contacting Us

If you would like to contact us concerning any matter relating to this Refund Policy or Guarantees, you may send an email to administrator@p2precruitment.com.au.