

## Payment, refund and replacement policies

Below you will find our current payment and refund / replacement policy. Please read it carefully as this is the official policy in force at the present time. The policy listed below supersedes any other written document you may have received prior to today's date. If you have any questions or comments about this policy, please do not hesitate to contact us.

### Current Payment Policy

Effective immediately, the following payment policy MUST be adhered to. THERE ARE NO EXCEPTIONS, ALL CLARK AVIATION CONSULTING CLIENTS MUST READ, UNDERSTAND AND ADHERE TO THIS POLICY, except by other written arrangements approved by CLARK AVIATION CONSULTING. Any payment made without regard to this payment policy will be charged a service charge of \$5.00 for attainment. Late charges apply (see below).

Our typical policy is to collect payment on the date of service.

If, for any reason, we send an invoice to you for any products or services, payment must be postmarked, or received, within Five (5) business days of your receipt of the invoice, unless Clark Aviation Consulting approved other arrangements prior to service. Late charges apply (see below).

### LATE CHARGES:

ALL payments such as invoices, consulting fees and other service charges described in the above policy **MUST BE RECEIVED BY CLARK AVIATION CONSULTING within FIVE (5) business days from the day you received an invoice** or late fees in the amount of 15% of the outstanding balance will be charged for every month your payment is late. This applies to ALL clients, without exception.

Non-payment may result in your account being sent to collections, affecting your credit score, and possible litigation to recover payment. If you have questions or concerns, or you feel that you have been charged incorrectly, please contact us IMMEDIATELY so that we can work together to find a solution.

We prefer to work through payment issues in a positive way and we try avoid sending outstanding invoices to collections or small-claims unless we have no recourse.

### Current Refund / Replacement Policy

ALL consulting services are final. We do not offer refunds on consulting services rendered. If pre-payment is made for the resume and/or cover letter service and the consultant deems no work to be needed, a full or partial refund is issued at the discretion of Clark Aviation Consulting.

If the service you purchased from us is not to your liking, please contact us immediately and we will work with you to provide what you want or to correct any perceived issues.

If you are dissatisfied with the level of support you are receiving from us after purchasing one of our consulting packages, please contact us with your concerns so that we can address this issue immediately. We value you as a client and strive for your satisfaction.