



---

## REFUND POLICY

---

*“Our Guarantee Is A Handshake – A Promise That We Will Be Fair To Each Other”.*

Our service is designed to save you time and while we are 100% confident you're going to be thrilled with your investment, we want you to feel at ease making your decision to invest.

It's important for us to know when we are not performing at our Elite level. If you have any concerns or find yourself dissatisfied with our service, please contact our Ninja Master Kerri who will undoubtedly make things right between us again. Kerri can be contact via email [kerri@theshortlister.com.au](mailto:kerri@theshortlister.com.au)

### **Refunds:**

1. We will gladly offer a full refund if you if provide us with a written request prior to one of our ninjas sending you a draft copy of your advertisement. We are quick to act and once payment has been approved we will commence taking creative action on your advertisement. So it's super important you advise us of your intent to cancel ASAP.
2. Due to the nature of our service, we do not issue refunds or credits once a Job Ad has been posted. This is not because we are mean but due to us being financially committed to our advertising suppliers.

Our current Terms and Conditions document is available for review and download at <http://www.theshortlister.com.au/docs/WebsiteTermsTheSHORTLISTER.pdf>

### **Delivery of Services:**

Once payment has been received, we take action straight away and aim to have a draft copy of your advertisement (send digitally) to you within 48 hours. You will be well-informed of any unexpected delays via email. We then provide you with a 24 hours deadline to approve your draft ad and make any changes necessary prior to going live on job boards.

### **Currency:**

All prices quoted on The SHORTLISTER website are in Australian Dollars (\$AUD) unless stated otherwise. Prices are displayed plus GST. GST is not payable for residents of countries outside of Australia unless you are the owner of a business registered in Australia.