

# Refund Policy

At Goldquotient LLP, we are committed to delivering high-quality AI-driven resume analysis services designed to help you achieve your professional goals. Our refund policy ensures transparency and fairness while protecting the value of our services. Please review the following terms and conditions to understand our refund process and eligibility criteria.

## Refund Eligibility

We offer refunds under specific circumstances, as outlined below:

### 1. Timeframe for Refund Requests

- Refund requests must be submitted within 48 hours of purchase.
- Requests received after this 48-hour window will not be considered.

### 2. Approval Based on Reason

Refund requests are subject to approval based on the reason provided by the customer. Valid reasons for a refund include:

- **Accidental Purchase:** If credits were purchased unintentionally and have not been used or consumed.
- **Technical Issues:** If the product or service was not delivered due to technical errors on our platform.
- **Product Performance:** If the customer expresses dissatisfaction with the product output, the case will be reviewed thoroughly to determine eligibility. Refunds will not be granted for dissatisfaction based on subjective preferences if the product or service has performed as described.

## Credit Consumption Policy

**Credit Consumption:** Once credits have been consumed or applied to any service (such as AI resume analysis, rewriting, or other platform features), the transaction is considered final and non-refundable.

## Refund Process

If you believe you are eligible for a refund, please follow these steps:

### 1. Submit a Request

Contact our support team at [support@successcv.com](mailto:support@successcv.com) within 48 hours of purchase.

- Provide the Order ID or transaction details.
- A brief explanation of the reason for the refund request.
- Any supporting evidence (e.g., screenshots for technical issues).

### 2. Review and Approval

- Our team will review your request and evaluate its validity based on the criteria outlined in this policy.
- We may request additional information if needed to complete the review process.

### 3. Processing Refunds

- Once approved, the refund will be processed within 7-10 business days and credited to the original payment method.
- Refunds will be processed for the amount paid, less any applicable processing fees or taxes, if applicable.

## Exclusions and Limitations

1. Refunds will not be granted under the following circumstances:
  - Requests made after the 48-hour eligibility period.
  - Dissatisfaction with the product output that meets the described features and specifications.
  - For services already rendered, including the delivery of a resume rewrite first draft.
  - Refunds for unused credits are only available for the full balance of the purchase, provided no credits from that transaction have been consumed. Partial refunds for remaining credits after usage are not available.

2. Goldquotient LLP reserves the right to decline refund requests that do not align with the criteria outlined in this policy.

## **Policy Updates**

Goldquotient LLP reserves the right to modify this refund policy at any time. Any changes will be communicated through our website and will apply to purchases made after the update.

For further assistance or clarification regarding this policy, please contact our customer support team at [support@successcv.com](mailto:support@successcv.com).

Thank you for choosing Goldquotient LLP. Your satisfaction and trust are our top priorities!

---

**Last Updated:** 16 Jun 2026