

Client Service Agreement

This Staffing Services Agreement (herein referred as "Agreement") is entered into by and between **Recruit Riders Technologies Inc**, a Delaware corporation with its principal place of business located at **800 N King Street, Suite 304 2942, Wilmington, DE, 19801, USA** (herein referred as "Company"), and

Client Name as _____,

an individual residing at _____

(herein referred as "**Client**").

This Agreement is effective as of _____.

1. Services

The Company agrees to provide staffing services to the Client, which may include, but are not limited to, job placement assistance, resume building, interview preparation, and career counselling. The specific services to be provided will be as described in the attached Schedule A, which may be updated from time to time by mutual agreement of the Client.

2. Compensation

As regards the services provided by the Company, the Client agrees to pay the Company a service fee in accordance with the fee schedule set forth and agreed upon.

3. Confidentiality

The company and Client agree to keep confidential any proprietary information received from the other Client during the term of this Agreement. This confidentiality obligation shall survive the termination or expiration of this Agreement.

4. Term and Termination

This Agreement will become effective on the start date and shall remain in effect until either terminated, discontinued, or the service period concludes, whichever occurs first.

5. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Delaware.

6. Entire Agreement

This Agreement contains the entire agreement between the Company and Client with respect to the subject matter hereof and supersedes all prior and contemporaneous agreements and understandings, oral or written.

7. Amendment and Miscellaneous

- 1. Amendments in Writing:** Changes to this Agreement must be made in writing and signed by both Client. Email communications are not valid for amendments.
- 2. Non-Transferrable:** The Client is not allowed to transfer or assign this Agreement to someone else.

8. Job Loss Support Provision

- If the client loses their job within a five-month duration from the job start date, the company agrees to resume services under the terms of the original agreement for an additional four-month period, provided the enrolled plan services remain active. However, if the job loss occurs due to reasons attributable to the client, such as **Performance Issues or Misconduct or Policy Violation**, or other factors within the client's control, the company shall not be obligated to resume services.
- The client must re-enroll under the applicable plans to continue receiving services. The company will extend support to the client if the job loss arises from factors beyond the client's control, including but not limited to **budget constraints, layoffs, economic recession, project holds**, or similar circumstances caused by the employer or external conditions. To resume services, the client is required to provide valid and verifiable documents, such as a **termination letter or other official proof**, clearly stating the reason for the job loss. The company's compliance team will review and verify these documents.
- Services will be resumed only after the compliance team approves the submitted documentation. If the client secures a new job offer during this resumed service period with a salary package higher than their previous package, they will be required to pay the difference amount between the two packages to the company. This payment is due within a stipulated timeframe specified in the agreement.
- The Candidate acknowledges and agrees that if they proceed with the Background Check (BGC) without prior written approval from Recruit Riders Technologies Inc.'s ("the Company") designated third-party BGC team and subsequently fail the BGC—either due to negative results or discrepancies in the information provided—any payments made to the Company will be non-refundable. The Candidate understands that the Company will have fulfilled its obligations by securing an employment opportunity as per the agreed terms, and any employment offer revocation or termination under these circumstances shall be solely the Candidate's responsibility.
- In cases where no upfront payment was made under the selected service plan, the Candidate agrees to pay a minimum service fee of **\$3,000 USD** as liquidated damages, representing a fair estimate of the Company's time, resources, and expenses. Upon such events, all services shall be terminated immediately. To resume services, the Candidate must re-enroll, subject to the sole discretion of the Company, which will consider past conduct and cooperation. Continued use of services constitutes acceptance of these terms.

Schedule A: Description of Services

The purpose of this description of services is to specify the staffing services to be provided by the Company to the Client, and to outline the terms and conditions under which these services will be provided.

I. Essential Plan

Essential plan is non-refundable plan which does not hold applicability of refund criteria mentioned in the Schedule B, Clause 3. It is not available for NON- IT profiles.

1. **CV Tailoring (Resume Preparation):** This involves customizing and refining a resume to align with specific job requirements, enhancing its appeal to potential employers.
2. **CV Comprehension Workshop:** A training session aimed at helping individuals understand and craft effective resumes that accurately showcase their skills and experiences.
3. **Job Quest:** A proactive search or journey to find suitable employment opportunities, often involving various strategies and tools.
4. **Quality Job Applications:** The submission of well-crafted, tailored job applications that highlight an applicant's suitability and potential value to the employer.
5. **Highly Skilled Recruiter:** A recruitment professional with extensive expertise and experience in identifying, attracting, and hiring top talent.
6. **Customer Support:** Service provided by a company to assist its customers in making cost-effective and correct use of a product or service.

II. Exclusive Plan

Essential plan includes all the services of Essential plan and other additional services mentioned below. Exclusive plan is applicable for refund criteria mentioned in Schedule B, Clause 3. It is available for NON-IT profiles.

7. **Tech Mastery Classes:** Educational sessions or courses focused on developing expertise in specific technological areas or tools.
8. **Interview Assistance:** Providing support and guidance to job seekers in preparing for interviews, including tips on answering questions and presenting themselves effectively.
9. **Interview Counseling:** Professional advice and coaching to help individuals understand and excel in the interview process, often including mock interviews and feedback.

III. Ultimate Plan

Ultimate plan includes all the services of Exclusive plan and other additional services mentioned below. Exclusive plan is applicable for refund criteria mentioned in Schedule B, Clause 3. It is available for NON-IT profiles.

10. **Email Assistance:** Support and guidance in composing and managing professional emails, often important in job applications and business communication.
11. **Relationship Manager:** A professional responsible for building and maintaining strong Client relationships, ensuring customer satisfaction and loyalty.

2 Service Delivery

The services will be delivered in accordance with the timelines and standards agreed upon in the Agreement. The Company will allocate appropriate resources, including highly skilled recruiters and support staff, to ensure the effective delivery of services.

3 Client Responsibilities

1. **Providing Accurate Information:** Supply comprehensive and accurate personal, educational, and professional information, including detailed resume, qualifications, skills, and work preferences, to assist the Company in finding suitable job opportunities.
2. **Engagement and Responsiveness:** Actively engage with the staffing service, responding promptly to communications, attending scheduled meetings or workshops, and providing timely feedback when necessary. Client does not allow to apply Jobs by their own.
3. **Interview Preparedness:** Prepare for interviews arranged by the company, including researching the potential employers, understanding the job requirements, and being punctual and professional during interviews.
4. **Adherence to Policies:** Comply with the policies and guidelines provided by the staffing service, including confidentiality agreements, terms of service, and any specific protocols related to job applications and interviews.
5. **Feedback and Communication:** Provide constructive feedback to the staffing service regarding job interviews, job offers, and any services received, such as resume preparation or interview coaching, to help improve and tailor the services to the Client's needs.
6. **Decision Making:** Make informed and timely decisions regarding job offers or any other opportunities presented by the staffing service and communicate these decisions clearly to the Company.
7. **Professional Conduct:** Uphold professional conduct in all interactions with potential employers, the staffing service, and any other Client involved, reflecting positively on oneself and the staffing service.
8. **Payment of Services:** If the agreement involves any direct payment for services (e.g., resume building, career counselling), ensure timely and full payment as agreed upon in the service agreement.
9. **Job Acceptance and Salary Range Criteria:** As a participant in our services, you are required to accept the first job offer provided through our program that meets the criteria previously agreed upon. If you choose to decline such an offer, you are obliged to pay the full amount specified in the agreement clause. This payment is due as compensation for the resources and efforts expended on your behalf. Your decision to decline an offer must be communicated in writing and does not absolve you of these financial obligations.

By entering into this agreement, you acknowledge the market-standard salary ranges listed below and agree not to reject job offers within these ranges based on salary. If you do, you will be liable to pay the full amount specified in the agreement. This ensures commitment to opportunities aligned with current salary benchmarks.

| Year of Experience* | Salary Ranges* |
|---------------------|------------------|
| 0 to 3 | \$50K to \$60K |
| 3 to 5 | \$60K to \$70K |
| 5 to 8 | \$70K to \$100K |
| 8 to 10 | \$100K to \$150K |
| 10 to 15 | \$150K+ |

***Depends on job roles / location / technologies. (Tentative standards)**

The company may agree with the other salary range based on the circumstance which is outlined as _____

4 Confidentiality

The company and Client agree to maintain the confidentiality of proprietary information and to use such information only for purposes as authorized under the Agreement.

Schedule B: Payment Terms

The Client has agreed upon the following fee structure.

1 Service Fee:

The Client agrees to pay the Company a service fee for the staffing services provided. The fee shall be based on the following structure:

1. **Service Plan** – _____
2. **Client Name** – _____
3. **Address** – _____
4. **Contact No** – _____
5. **Email Id** – _____
6. **Job Role** - _____
7. **Upfront Payment of \$** _____
8. **Partial Payment due on Date** - _____ of \$ _____
9. **Partial Payment due on Date** - _____ of \$ _____
10. **Partial Payment due on Date** - _____ of \$ _____
11. **Due on Job Offer Day of \$** _____
12. **Percentage (%) of annual gross package** – _____
13. **Other Terms** – _____

If you are receiving an offer of a shorter project duration of 6 Months or less than 6 Months, then percentage amount will be calculated on pro-rata basis.

2 Payment Processing Terms and Conditions

The Client shall make payment on receiving an invoice / payment links / sales receipts from the Company. For purposes of this Agreement, "Salary" means Client's gross base pay paid by his/her employer.

Upon accepting employment, the Client commits to authorizing repayment of the Note by signing a Promissory Note, Bank Transfer Authorization Form, Contact Form, Background Check Authorization for ACH payments from their bank account, or consenting to wage garnishment in the equivalent amount to be paid directly to the Company.

This Payment Processing Terms and Conditions document is an integral part of this Agreement. It governs the processing of all payments made via credit/debit cards, Stripe, PayPal, and other approved electronic payment methods. By entering into this Agreement, the Client commits to comply with the following terms regarding both past and future payment transactions:

- **Payment Authorization:**
By providing payment information, you authorize Recruit Riders Technologies Inc. to charge the specified credit/debit card or payment account for services rendered.
- **Secure Transactions:**
All payment transactions will be processed through secure channels to ensure the protection of personal and financial information.
- **Receipt and Confirmation:**
The Client will receive a receipt or confirmation of the transaction via email or another agreed-upon communication method, confirming the details of the payment made.
- **Discrepancy and Queries:**
The Client agrees to review all charges upon receipt of the confirmation. Any discrepancies must be reported to the Company within five (5) business days of the transaction date.
- **No Chargebacks:**
You agree not to file a chargeback or dispute with the issuing bank, credit/debit card provider, Stripe, PayPal, or any other payment processor without first contacting Recruit Riders Technologies Inc. to seek a resolution.
- **Chargeback Abuse:**
Chargeback requests filed in bad faith with the intent to defraud are prohibited and will be contested vigorously. The Company reserves the right to dispute such chargebacks and pursue recovery through legal means if necessary.
- **Non-Dispute Agreement:**
The Client agrees to resolve any billing concerns directly with the Company and not to initiate a chargeback or dispute with the financial institution or payment processor unless the Company has been given a fair opportunity to resolve the concern.
- **Refunds:**
The Client acknowledges that any refunds will be processed in accordance with the Company's refund policy stated in the Agreement. Refunds will be credited back to the original payment method used for the transaction.
- **Cancellation Policy:**
The Company's cancellation policy, as detailed in the Agreement, will dictate the terms for service termination and any applicable refunds.
- **Legal Compliance:**
Both parties agree to comply with all applicable laws and regulations related to electronic transactions and payments.
- **Amendments:**
These terms may be amended from time to time by the Company. The Client will be notified of any changes in writing.

- **Jurisdiction:**
These terms shall be governed by the laws of the jurisdiction where the Company is registered, and any disputes shall be subject to the exclusive jurisdiction of its courts.
- **Unchanged Payment Terms:**
Once you choose the 1st offer with No-Sponsorship with the client and before completing the due installments with Recruit Riders Technologies Inc, if you are moving to another offer with less package or rate, then there will not be any changes or reduction in the installment amount as it's your choice to move forward will the less offer.
- **Background Check Policy:**
The customer is required to make the payment as per the agreed-upon plan prior to the commencement of the background check process. Failure to make the payment on time may result in the revocation or rejection of the offer by the client. In such cases, all services will be deemed null and void, and no refunds will be provided for any payments made previously. If the background check verification is unsuccessful, the customer will be entitled to a refund of the amount paid, subject to a deduction of **\$50** as operational costs.

By proceeding with any payment to Recruit Riders Technologies Inc., the Client agrees to abide by these Payment Processing Terms and Conditions. This will serve as your acceptance of the Payment Processing Terms and Conditions as part of this agreement with Recruit Riders Technologies Inc.

3 Service Commitment and Refund Criteria

We are committed to supporting your success by providing services designed to enhance your opportunities within the agreed months. Additionally, we may offer a service extension to further assist you in achieving your goals. However, the decision to extend services is subject to approval by the authorities and depends on various factors, including individual interviewer skills, personality, the job market conditions, and the availability of openings for the specific job title preferred by the customer.

Client acknowledges and agrees that getting a job always involves some risk, and it is ending employer's decision which company cannot control.

If the company fails to deliver the results within the specified months, the company agrees to refund the service fee as specified below in the table.

| Service Period | Refund Amount (%) | Refund Amount (%) ** |
|-----------------|-------------------|----------------------|
| 1 Month or less | 80% | 40% |
| 2 Month or less | 60% | 40% |
| 3 Month or less | 50% | 40% |
| 4 Month or less | 40% | 40% |

** Indicates the clients are NOT willing to relocate anywhere within the United States for Job.

** Indicates the clients are from NON-IT Background and willing to join the IT Industry.

Important Note:

*Client email access and Voice number will be deactivated after 30 days of joining date. Client wants to keep his/her **phone and email** access active after services there needs to pay **\$50 / Month**.*

Schedule C: DO's, DON'T and Communication Protocols

1 DO's

1. **Submit your all the requested documents as requested by the recruiter prior to starting the services.**
 - Visa Copy
 - Passport
 - Work Authorization Documentation
 - Latest I20 Copy
 - SSN Copy
 - State ID / Driving License
 - LinkedIn login and password
 - Detail Form
2. **Regarding Past Experience Reference**
 - The Client must submit all the valid reference email id and contact numbers before starting the services.

2 DON'T

1. Once your services are started you cannot continue or apply on your own, reason multiple applications can blacklist your profiles into portals. Kindly avoid all the self-applications and other consultancy services with different CV.

3 Communication and Coordination Protocol

1. **Purpose of Communication:**

The Client agrees that text messages, WhatsApp messages, and calls should be used for the purpose of efficient communication and coordination related to Recruit Riders Technologies Incorporated services. All communications shall be conducted in a professional and businesslike manner.
2. **Communication Channels:**

The Client agrees to use the following communication channels for coordination: text messages, WhatsApp messages, and phone calls. Any other form of communication may be used with mutual consent.
3. **Response Time:**

Both Client shall make reasonable efforts to respond to text messages and WhatsApp messages within official working hours from 9:00 AM to 7:00 PM EST. Phone calls should be scheduled in advance whenever possible.
4. **Emergency Communication:**

In case of urgent matters requiring immediate attention, either Client may initiate a phone call without prior notice. Emergency situations should be clearly identified as such in communication.
5. **Privacy and Confidentiality:**

All text messages, WhatsApp messages, and phone calls exchanged between the Client may contain confidential information. Both Client agrees to treat such

information with the utmost confidentiality and do not disclose it to third Client without prior consent, except as required by law.

6. Termination of Communication:

Either Client may terminate text message, WhatsApp message, or phone call communication at any time by providing written notice to the other Client. Termination of communication shall not affect any ongoing contractual obligations.

7. Record Keeping:

Both Client agrees to keep records of text messages, WhatsApp messages, and phone calls related to this agreement until the contract ends. These records may be requested for audit or dispute resolution purposes.

8. Compliance with Applicable & Governing Laws and Jurisdiction:

Both Client agrees to comply with all applicable laws and regulations regarding electronic communication and data privacy when using text messages, WhatsApp messages, and phone calls for communication and coordination. Any disputes arising out of or related to this agreement shall be subject to the exclusive jurisdiction of the courts in Wilmington, Delaware, United States.

By signing this document, I acknowledge that success cannot be guaranteed, and my results will depend entirely on collective efforts, commitments, skills and several other external factors like market conditions, and the number of requirements with respects to technologies. The Client also understands and acknowledges that should a dispute be filed this document acts as proof of the services provided and negates any attempt to dispute.

I understand that refunds are only provided if the services outlined in the payment terms are not delivered. I understand the DO's, DON'T and all communication and Collaboration protocols outlined in the agreement.

| Recruit Riders Technologies Inc | Client Details |
|---|--|
| [Authority Signature] | [Client Signature] |
| Name: Recruit Riders Technologies Inc | Name: SSN (Last 4 Digit): |
| Contact No: +1 302-240-0042 | Contact No: |
| Email ID: inquiry@recruitriders.com | Email ID: |
| Date: | Date: |

=====END OF AGREEMENT=====