

Terms and Conditions & Privacy Policy

Fig Forest LLC, DBA Cutthroat Career Consulting *Last Updated: September 18, 2026*

These Terms and Conditions (“Terms”) govern all resume writing, career coaching, and consulting services (the “Services”) provided by Fig Forest LLC, a Delaware limited liability company doing business as Cutthroat Career Consulting (“Company,” “we,” “us”), to any individual or entity purchasing or using the Services (“Client,” “you”). By engaging the Company, paying an invoice, or using any deliverable, you agree to be bound by these Terms.

1. Nature of Services

The Company provides advisory, editorial, and coaching services related to resumes, cover letters, LinkedIn profiles, interview preparation, and career strategy. The Company does **not** provide legal, financial, immigration, or psychological advice, and Services should not be construed as such.

2. No Guarantee of Results

The Company makes no promise, guarantee, or warranty — express or implied — regarding outcomes. This includes, without limitation:

- Interview invitations, job offers, promotions, salary increases, or employment of any kind
- The speed, timing, or likelihood of any career outcome
- Acceptance or reception of materials by any employer, recruiter, applicant tracking system (ATS), or third party
- Results referenced in testimonials, case studies, or past client outcomes, which are individual experiences and not predictive of any future result

Career and employment outcomes depend on factors entirely outside the Company’s control, including but not limited to market conditions, employer discretion, Client’s own qualifications and actions, and third-party decision-making.

3. Client Responsibilities

Client is solely responsible for the accuracy, truthfulness, and completeness of all information, credentials, employment history, and accomplishments provided to the Company. The Company relies on Client-provided information in good faith and undertakes no independent verification or fact-checking duty. Client is solely responsible for reviewing all deliverables prior to use and for any decision to submit, publish, or rely on them.

4. Limitation of Liability

To the maximum extent permitted by law, the Company, its members, employees, and contractors shall **not be liable** for any indirect, incidental, special, consequential, or punitive damages, or for any loss of income, employment opportunity, profits, or reputation, arising out of or related to the Services, even if advised of the possibility of such damages.

Aggregate liability cap: In no event shall the Company's total liability arising from any claim relating to the Services exceed the total amount actually paid by Client to the Company for the specific Services giving rise to the claim.

5. No Professional Advice Disclaimer

Nothing provided by the Company constitutes legal, tax, immigration, financial, or medical advice. Client should consult an appropriately licensed professional for such matters.

6. Indemnification

Client agrees to indemnify and hold harmless the Company from any claims, damages, or expenses (including reasonable attorneys' fees) arising from Client's misuse of deliverables, misrepresentation of information provided to the Company, or violation of these Terms.

7. Intellectual Property

Company IP. The Company retains sole and exclusive ownership of all templates, formatting frameworks, proprietary methodology (including the "Cutthroat" methodology), tools, processes, and website content used to deliver the Services. Nothing in these Terms transfers ownership of any such Company IP to Client, and Client receives no license to resell, redistribute, or repurpose the underlying templates, frameworks, or methodology independent of their own finished deliverable.

Client's finished deliverable. Upon full payment, Client owns the finished resume, cover letter, or other final deliverable produced specifically for them, and may use it freely for their own job search and career purposes. This ownership applies to the finished, personalized document only — not to the underlying templates, frameworks, or methodology used to create it, which remain the Company's property.

The Company retains the right to use anonymized, non-identifying work as portfolio or marketing examples unless Client opts out in writing.

8. Data Collection, Use & Privacy

By submitting the intake form, Client provides the Company with their name, email address, resume file, target job information, and career information ("Client Data"). The Company collects and uses Client Data solely to deliver the Services and will not sell Client Data to third parties.

Client Data may be processed through third-party tools engaged by the Company (e.g., payment processors, document-generation or automation tools) solely to fulfill the engagement. The Company will retain Client Data, including uploaded resume files, for as long as reasonably necessary to complete the engagement and for recordkeeping, after which it may be deleted upon Client's written request. Client may request access to, correction of, or deletion of their Client Data at any time by contacting the Company. Full details are set out in the Privacy Policy below, which is incorporated into these Terms by reference.

9. AI & Automated Data Processing

Client acknowledges and agrees that the Company uses artificial intelligence ("AI") tools as part of delivering the Services, including to:

- Parse and extract information from Client's uploaded resume
- Rewrite, edit, and reformat resume, cover letter, and related content
- Generate career advice, suggestions, and coaching content
- Collect, organize, and store Client Data as part of the engagement workflow

AI-generated output is a drafting aid, not a final deliverable — a human consultant reviews and finalizes all work product before it is provided to Client except for the free resume assessment service, and the Company remains responsible for the Services regardless of which tools were used to produce them. AI tools may process Client Data (including resume content) on third-party infrastructure. See the Privacy Policy below for further detail. Client's acceptance of these Terms constitutes consent to this use of AI in delivering the Services.

10. Payment Processing

All payments are processed through Stripe, Inc., a third-party payment processor. The Company does not directly collect, store, or have access to Client's full payment card information; such information is handled exclusively by Stripe in accordance with its own terms and PCI-DSS compliance standards. The Company is not responsible for outages, errors, or data incidents occurring on Stripe's platform.

11. Fees, Refunds, and Cancellation

All fees are due as specified at engagement. Fees are **non-refundable once work has begun** on the Client's deliverables. The Company does not offer refunds based on dissatisfaction with career outcomes, as none are guaranteed under Section 2.

12. Turnaround Time

Any turnaround time, delivery date, or timeline communicated by the Company — verbally, on the website, or in writing — is a **good-faith estimate only and is not guaranteed**. Actual delivery may vary based on the scope of work, Client's responsiveness (e.g., timely submission of information, feedback, or revision requests), Company workload, technical issues, or other factors outside the Company's control. Delays do not entitle Client to a

refund, discount, or damages, except as otherwise expressly agreed in writing by the Company.

13. No Employment Relationship

Nothing in these Terms creates an employer-employee, agency, partnership, or fiduciary relationship between the Company and Client.

14. Website Content & Cookies

All text, graphics, and branding on the Company's website are the property of the Company and may not be reproduced without permission. The website uses cookies and similar technologies as described in the Cookie Consent Policy below, which is incorporated into these Terms by reference. By continuing to use the website, Client consents to that use of cookies.

15. Accessibility

The Company is committed to making its website usable by the widest possible audience, including individuals with disabilities. The Company strives to follow generally recognized accessibility standards, such as the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, to the extent reasonably practicable. Accessibility is an ongoing effort, and some areas of the website may not yet fully conform. If Client or any visitor encounters an accessibility barrier or needs assistance accessing any content, service, or the intake form, please contact the Company at support@cutthroatcareer.com, and the Company will make reasonable efforts to provide the information or service through an alternative method.

16. Governing Law & Dispute Resolution

These Terms are governed by the laws of the State of Delaware, without regard to conflict-of-law principles. Any dispute shall be resolved exclusively in the state or federal courts located in Delaware, and Client consents to personal jurisdiction and venue therein.

17. Severability

If any provision of these Terms is found unenforceable, the remaining provisions remain in full force.

18. Changes to Terms

The Company may update these Terms at any time; continued use of Services after changes constitutes acceptance.

19. Acceptance

By checking the consent box on the intake form, purchasing, engaging, or using the Services, Client acknowledges having read, understood, and agreed to these Terms and the Privacy Policy below.

Privacy Policy

Fig Forest LLC, DBA Cutthroat Career Consulting *Last Updated: September 18, 2026*

This Privacy Policy explains how Fig Forest LLC, DBA Cutthroat Career Consulting (“Company,” “we,” “us”) collects, uses, stores, and protects information when you visit our website or use our intake form (“Site”).

1. Information We Collect

When you submit our intake form, we collect:

- **Name**
- **Email address**
- **Resume file and other career information** (which may itself contain address, phone number, employment history, or other personal details you choose to include)
- **Target job information** (role, industry, or company you’re targeting)
- **Payment information**, processed directly by Stripe, Inc. — we do not receive or store your full card number

We may also automatically collect limited technical data (IP address, browser type, pages visited) via cookies or analytics tools when you browse the Site.

2. How We Use Your Information

We use the information collected solely to:

- Deliver the resume, coaching, and consulting Services you requested
- Communicate with you about your engagement
- Process payment through Stripe
- Improve our Site and Services

We do **not** sell, rent, or trade your personal information to third parties for marketing purposes.

3. How We Share Your Information

We share information only with:

- **Stripe, Inc.**, to process payment (subject to Stripe’s own privacy policy)
- **Service providers** we engage to help deliver the Services (e.g., document-generation, automation, or scheduling tools), bound to use your data only for that purpose
- **Legal authorities**, if required by law, subpoena, or to protect our legal rights

4. AI & Automated Processing of Your Data

We use AI-powered tools to parse, analyze, rewrite, reformat, and advise on your resume and related data, and to help collect and organize the information you submit. This means your resume and related data may be processed by AI systems, including systems hosted by third-party AI providers, as part of preparing your deliverables.

- AI output is reviewed by a human consultant before anything is finalized or delivered to you — we do not rely on AI output alone except for the free resume assessment.
- We do not use AI to make any final decision that produces a legal or similarly significant effect concerning you without human review.

If you have questions about how AI is used with your specific data, contact us using the details in Section 11.

5. Data Retention

We retain your name, email, resume file, and target job information for as long as reasonably necessary to complete your engagement, for recordkeeping, and legal purposes, after which it may be deleted upon Client's written request. You may request deletion of your data at any time (see Section 7).

6. Cookie Consent Policy

Our Site uses cookies and similar tracking technologies. By continuing to browse or use the Site, you consent to this Cookie Consent Policy; where required by applicable law, we will request your affirmative opt-in before setting non-essential cookies.

Types of cookies we use:

- **Strictly necessary cookies** — required for the Site and intake form to function (e.g., session handling, security); these cannot be disabled without impairing Site functionality.
- **Functional cookies** — remember preferences and improve usability.
- **Analytics/performance cookies** — such as Google Analytics, used to understand aggregate visitor behavior and improve the Site.
- **Third-party cookies** — set by services we integrate with, such as Stripe during checkout, subject to that provider's own cookie and privacy practices.

Managing your cookie preferences: You can accept, decline, or delete cookies at any time through your browser settings, and, where offered, through any cookie preference banner on the Site. Declining non-essential cookies will not affect your ability to use core Services but may limit certain Site features. The Company does not currently respond to browser "Do Not Track" signals.

No liability for third-party cookies: The Company is not responsible for the cookie or tracking practices of third-party services (including Stripe or analytics providers) beyond what is disclosed in their own policies.

7. Your Rights

You may contact us at any time to:

- Request a copy of the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information, including your uploaded resume file

We will respond to verified requests within a reasonable timeframe, subject to any legal or contractual obligations to retain certain records.

8. Data Security

We take reasonable technical and organizational measures to protect your information. However, no method of electronic storage or transmission is 100% secure, and we cannot guarantee absolute security.

9. Children's Privacy

Our Services are not directed to individuals under 16, and we do not knowingly collect personal information from children.

10. Changes to This Policy

We may update this Privacy Policy from time to time. The "Last Updated" date above reflects the most recent revision. Continued use of the Site or Services after changes constitutes acceptance of the updated policy.

11. Contact Us

Questions about this Privacy Policy, our use of AI, our Cookie Consent Policy, or your data can be directed to the Company at support@cutthroatcareer.com.