



TRADES | CONSTRUCTION | ENGINEERING

*Built By People Who Have Done The Work,
For People Who Still Do*

JP CREW Solutions

VIP Candidate Service

Terms and Conditions

Effective Date: 08/05/2026

Last Updated: 08/05/2026

1. Agreement to These Terms

By registering for or accessing the JP CREW Solutions VIP Candidate Service ("VIP Service"), you ("Candidate") agree to be bound by these Terms and Conditions. If you do not agree, do not proceed with registration.

These Terms constitute a legally binding agreement between you and JP CREW Solutions ABN 71 694 209 866 ("JP CREW", "we", "us").

2. What the VIP Service Is

The VIP Service is a premium candidate support offering designed to improve your visibility, readiness, and positioning within the recruitment process. It is a value-added service, not a job placement guarantee.

The VIP Service includes the following three deliverables:

- **CV Audit and Rewrite:** A professional review of your current resume followed by a full rewrite tailored to the trades, construction, and engineering market
- **Priority Job Access:** Early and preferential notification of new and unlisted job opportunities before they are advertised publicly
- **Monthly Newsletter:** A curated monthly update covering relevant industry opportunities, market insights, and hiring trends

No deliverables beyond those listed above are included in the VIP Service unless agreed in writing by JP CREW Solutions. JP CREW Solutions reserves the right to update service inclusions with reasonable prior notice to active subscribers.

3. No Guarantee of Employment

This is the most important clause in this agreement. Please read it carefully.

The VIP Service improves your position in the recruitment process. It does not, under any circumstances, guarantee:

- That you will be placed into employment
- That you will be shortlisted or interviewed for any specific role
- That any employer will make you an offer of employment
- That any role you are submitted for will remain available
- That any placement, if achieved, will be for a particular duration, salary, or conditions

Employment outcomes depend on a wide range of factors outside JP CREW's Solutions control, including but not limited to: employer hiring decisions, market conditions, candidate suitability assessments, role availability, and regulatory requirements. JP CREW acts as an intermediary and does not make final hiring decisions on behalf of any employer.

Registering for the VIP Service does not create any obligation on JP CREW Solutions to secure you employment, and the absence of a placement does not constitute a breach of these Terms.

4. Limitation of Liability

To the maximum extent permitted by Australian law, JP CREW's Solutions total liability to you in connection with the VIP Service is limited to the total fees paid by you for the VIP Service in the 12 months preceding the event giving rise to the claim.

JP CREW Solutions is not liable for any of the following, whether arising in contract, tort, statute, or otherwise:

- Loss of income, earnings, or employment opportunity
- Loss of expected job placement or career progression
- Indirect, consequential, special, or incidental loss of any kind
- Any loss arising from employer decisions, role cancellations, or market changes

Nothing in these Terms excludes, restricts, or modifies any rights you may have under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)) that

cannot lawfully be excluded. Where the law implies a guarantee that cannot be excluded, JP CREW's Solutions liability for a breach of that guarantee is limited, at our option, to re-supplying the service or paying the cost of having the service re-supplied.

5. Candidate Obligations

To allow JP CREW Solutions to represent you effectively through the VIP Service, you agree to:

- Provide accurate, complete, and current information about your qualifications, experience, licences, and work eligibility
- Notify JP CREW Solutions promptly of any changes to your availability, contact details, or employment status
- Respond to consultant communications within a reasonable time frame
- Attend interviews or meetings you confirm, or provide adequate notice of cancellation
- Inform JP CREW Solutions if you secure employment through your own efforts or via another recruiter while engaged in the VIP Service

Failure to meet these obligations may result in suspension or termination of your VIP Service access without refund where applicable.

6. Candidate Representations and Warranties

By registering for the VIP Service, you represent and warrant that:

- You are at least 18 years of age
- You have the legal right to work in Australia, or will disclose any relevant visa conditions to JP CREW Solutions
- All information you provide to JP CREW Solutions is true, accurate, and not misleading
- You are not subject to any contractual restrictions (e.g. restraint of trade, non-compete clauses) that would prevent you from accepting employment in your nominated field without disclosing this to JP CREW Solutions

7. Privacy and Use of Your Information

By registering for the VIP Service, you consent to JP CREW Solutions collecting, storing, and using your personal information for the purpose of providing recruitment services, including submitting your profile to prospective employers.

JP CREW handles your personal information in accordance with the Privacy Act 1988 (Cth) and our Privacy Policy, available at <https://jpcrow.com.au/PrivacyPolicy>. We will not share your information with any employer without your prior knowledge.

8. Fees

The VIP Service is available for a one-time fee of \$299 AUD (inclusive of GST).

Payment is due at the time of registration and must be completed before any VIP Service deliverables are provided.

Refund Policy:

- If JP CREW Solutions has not commenced your CV Audit and Rewrite, a full refund will be provided upon written request within 7 days of payment.
- Once your CV Audit and Rewrite has been delivered, no refund is available for that component. Unused components (Priority Job Access, Newsletter) are not individually refundable as they form part of a bundled service.
- If JP CREW Solutions is unable to deliver any component of the VIP Service due to reasons within its control, JP CREW will either re-deliver that component or provide a partial refund proportionate to the undelivered portion, at JP CREW's Solutions discretion.

Nothing in this clause limits your rights under the Australian Consumer Law where a service is not provided with due care and skill.

9. Termination and Suspension

JP CREW Solutions may suspend or terminate your access to the VIP Service at any time if:

- You breach any of these Terms
- You provide false or misleading information
- JP CREW determines, in its reasonable discretion, that it cannot effectively represent you



You may withdraw from the VIP Service at any time by notifying your JP CREW Solutions consultant in writing.

10. Disputes

If you have a complaint or dispute regarding the VIP Service, please contact JP CREW Solutions in the first instance at info@jpcrew.com.au so we can attempt to resolve it directly.

These Terms are governed by the laws of Queensland, Australia. You agree to submit to the non-exclusive jurisdiction of the courts of Queensland for the resolution of any dispute that cannot be resolved between the parties.

11. Amendments to These Terms

JP CREW Solutions may update these Terms from time to time. Where a change is material, we will provide reasonable notice via email or through the JP CREW Solutions website. Continued use of the VIP Service after notice of a change constitutes your acceptance of the updated Terms.

12. Contact

JP CREW Solutions

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Website: www.jpcrew.com.au

Email: info@jpcrew.com.au

Phone: 0480 852 136