

A full refund is available if cancellation is requested before any work has begun. To request a cancellation before work commences, contact us at orders@winnerspathway.com as soon as possible after placing your order.

Work is considered to have commenced upon receipt of your completed questionnaire and confirmed payment — whichever occurs last.

Once work has started, a partial refund will be provided. The refund will be the total amount paid, less a reasonable fee to cover the time, analysis, planning, and work completed to date. The deducted fee will be calculated fairly and proportionately based on the stage of work reached.

To request a cancellation after work has commenced, contact us at orders@winnerspathway.com. We will confirm the applicable refund amount within two business days.

Once the initial draft has been delivered, no refunds will be provided. At this stage, the full scope of research, writing, ATS optimization, and quality review has been completed.

If you are not satisfied with the initial draft, your included revision rounds are the appropriate next step. Please submit your feedback and we will address all points raised within the revision scope.

Revisions are included at each tier (Essential: one round; Professional and Concierge: two rounds) to ensure your documents are accurate, clear, and aligned with the agreed positioning.

Revisions must be requested within 14 days of initial delivery. Requests outside this window may be treated as a new order.

Revisions cover corrections and refinements within the original scope of work. Changes that constitute a new brief — such as a different target role, industry, or significant factual changes — may be quoted as additional work.

Clients are responsible for providing accurate and complete information through the questionnaire. Delays or changes in information provided after work has commenced may affect turnaround times and outcomes.

Where a client provides inaccurate information that requires significant rework once identified, this rework may be treated as additional scope rather than a revision. Winners Pathway will advise promptly if this situation arises.

If your circumstances change after work has commenced, work may be paused and resumed at a later date by mutual agreement. This option is offered as an alternative to cancellation and allows your investment to be carried forward rather than forfeited.

To request a pause, contact us at orders@winnerspathway.com. Paused projects will be held for a maximum of 90 days, after which we will make contact to confirm next steps.

For any questions regarding this policy, or to request a cancellation or pause, please contact us directly at:

orders@winnerspathway.com | winnerspathway.com

9 — SUBJECTIVE SATISFACTION No refunds for subjective preference.

10 — ABANDONMENT No response after 30 days = abandoned.

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