

Digital Shipping & Exchange Policy

We provide shipping and delivery of our services globally. We aim to deliver the best client experience for partnering with us and handle your service requirements in the best possible way to ensure a hassle-free experience.

By agreeing to utilise the services available on CIEL Rapid platform, you agree to be bound by the terms of this policy. Please read and understand the policy before opting for any of our services. If you do not agree to the terms, you are advised to not use or transact on our platform.

Shipping Policy

All services provided by CIEL Rapid are time bound and will be delivered as initially agreed upon, only after the payment has been confirmed.

While we attempt to deliver our services within the agreed-upon time, you accept and acknowledge that the delivery might be delayed on the account of any of the below factors

- Geo-political disruptions
- Acts of God situations such as floods, storms, etc
- Other unforeseen circumstances

In such situations, we shall make a reasonable effort to inform you by writing to your email or mobile number registered with us.

Our services are delivered currently without any additional cost but we reserve the right to change shipping fees from time to time.

Exchange Policy

We have a limited exchange policy where an exchange request has to be placed before the services have been rendered. Below is a detailed break-up of the exchange policy for each of the 3 service offerings of CIEL Rapid.

- You can request an exchange for Rapid P service before delivery of the complete CVs via email
- You can request an exchange for Rapid M service before setting up the 1st interview for any candidate
- You can request an exchange for Rapid H service before the 1st follow-up of any candidate

We strive to offer the best service to our clients. However, if you are not completely satisfied with your purchase, you may refer to our cancellation and refund policy.