

Guaranteed Hire Terms and Conditions

MACRO Guaranteed Hire or Money Back Promise: If you purchase a Guaranteed Hire Advertisement Campaign with MACRO and do not hire (as defined below) a candidate for the advertised role within 3 weeks after the expiry date of the advertisement campaign, MACRO will provide you with a 25% refund subject to the Terms and Conditions set out below.

Eligibility

1. To be eligible to claim a refund on a Guaranteed Hire Advertisement:
 - a) You must not, from the date your Guaranteed Hire Advertisement campaign was first posted by MACRO, until the conclusion of 3 weeks after expiry of your advertisement campaign (the Hire Period), have been able to hire a candidate for the advertised position.
 - b) You must comply with MACRO's Advertiser and Product terms and conditions at all times.
 - c) You must complete the Claim Form as detailed in clause 2 below.
 - d) The native adverts spend is not included in the refund.
2. For the purposes of these terms and Conditions, a candidate will be taken to have been hired during the Hire Period if they have accepted an offer for the position advertised irrespective of whether a) that candidate has actually commenced employment during the Hire Period, or b) the candidate's employment subsequently ceases for any reason.

Making a claim for a refund

3. If you believe that you are eligible to claim a refund in respect of MACRO's Guaranteed Hire Advertisement you must:
 - a) Email Jobshop@macrorecruitment.com.au within 10 business days of the conclusion of the Hire Period requesting a Guaranteed Hire Claim Form (Claim Form)
 - b) Return to MACRO a complete and correct Claim Form. A Claim Form will ask you to certify (amongst other things) that you have not hired a candidate for the advertised position during the Hire Period.
4. When you submit a complete Claim Form, MACRO will provide you with a response regarding any refund entitlement within 20 business days from the date on which it received the Claim Form.
5. In making its decision MACRO reserves the right to request you to provide evidence necessary to substantiate that you have not hired a candidate for the advertised position during the Hire Period. If MACRO is not reasonably satisfied with that evidence, it is not obligated to provide you with a refund.
6. You warrant that all information provided by you in a Claim Form is true and correct.
7. If your claim for a refund is successful MACRO will, at your election:
 - a) refund the full price paid for the Guaranteed Hire Advertisement; or
 - b) offer for the advertisement to be posted for free for a further period of 14 days.

8. Refunds will normally be paid to you by MACRO within 20 business days of you electing to accept a refund entitlement confirmed by MACRO and providing any information required by MACRO to pay the refund.

9. If you elect for your advertisements to be reposted for free, the Hire Period will reset from the date that the advertisement is reposted on the SEEK website.

General

10. MACRO may expire the Guaranteed Hire offering at any point in time subject to it honouring any Guaranteed Hire Advertisements purchased prior to the expiry of the offer.

11. Other than in the circumstances specified above, Guaranteed Hire Advertisements are non-refundable.