



475 Park Ave. South, 4th Fl
New York, NY 10016
(212) 547-7914

The mediabistro.com Job Posting Satisfaction Guarantee

What is our “Satisfaction Guarantee”?

We guarantee that you will get a satisfactory number of qualified responses to your job posting on mediabistro.com. If you are not satisfied with the response to your posting, we may take a variety of steps to deliver better results. If we’ve exhausted our preferred options and you’re still not satisfied, we’ll give you a refund or credit for the job.

How do you measure “satisfaction”?

Satisfaction means that you received at least a couple of qualified resumes/inquiries as a result of your posting. It does NOT mean that you ultimately filled a position from a candidate that you sourced on mediabistro.com, nor does it mean that a candidate you hired and sourced from mediabistro.com ultimately works out in his/her new job.

What should I do if I am not satisfied?

The first thing you should do is call one of mediabistro.com’s Account Services Professionals, at 212-547-7914. They can take a look at your ad and begin taking steps to improve the response.

If our efforts to improve response don’t meet your satisfaction, you can receive a credit for a future posting or notify us if you require a refund. To receive a refund you must:

I. If you received an invoice: To notify us, write “Dissatisfied” on your invoice and **FAX** it back to mediabistro.com at (212) 966-8984 prior to the invoice due date (no later than 30 days after the job posting date). **Please include the reason for your dissatisfaction.** Invoices may also be scanned and emailed to jobcare@mediabistro.com. If you cannot find your invoice, you may print a receipt from your mediabistro account, write “Dissatisfied” on your receipt and **FAX** or email it back to mediabistro.com prior to the invoice due date (no later than 30 days after the job posting date).

II. If you paid by credit card: Print a receipt from your mediabistro account, write “Dissatisfied” on your receipt and **FAX** it back to mediabistro.com at (212) 966-8984 no later than 30 days after the job posting date. **Please include the reason for your dissatisfaction.** Receipts may also be scanned and emailed to jobcare@mediabistro.com.

III. If the job was part of a prepaid Job Pack: To notify us simply contact mediabistro.com in writing about your dissatisfaction no later than 30 days after the job posting date. **FAX** your written statement of dissatisfaction back to mediabistro.com at (212) 966-8984 or email it to jobcare@mediabistro.com.

Other information to include in your correspondence: your name, your company name, mailing address, the title of the job, the email address used as your employer login, the date the unsatisfactory job was posted, and the reason for your dissatisfaction.

What else matters?

All postings on our Job Board must conform to our Terms of Service Agreement which can be reviewed on the site at: <http://www.jupitermedia.com/corporate/legal.html>. Postings that don’t conform to our Terms of Service Agreement are not eligible for our Satisfaction Guarantee.