



**Connect Outsourcing**

WE GET YOU CONNECTED.

LEGAL – CANDIDATES

# Terms and Conditions – International Recruitment and Placement Services (Candidates only)

**Last Updated:** June 2026

**Issued by:** Connect Outsourcing, 16 Vincent Avenue, Belvedere, Harare, Zimbabwe

These Terms and Conditions govern the use of international recruitment, placement, immigration support, and related services provided by **Connect Outsourcing ("the Company")**. By applying for any employment opportunity or engaging our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

## 1. Our Role

Connect Outsourcing acts as a recruitment, sourcing, and placement facilitator between candidates and prospective employers. We assist with recruitment processes, documentation, and placement-related services but do not act as the employer unless expressly stated.

Employment offers, hiring decisions, visa approvals, work permits, and immigration decisions remain subject to third-party employers and government authorities.

## 2. Candidate Responsibilities

---

Candidates are responsible for:

- Providing accurate, complete, and truthful information.
- Supplying all required documentation within requested timeframes.
- Maintaining valid passports, licenses, certifications, and other required credentials.
- Attending interviews, assessments, medical examinations, and training sessions when required.
- Complying with immigration laws and regulations of the destination country.

Connect Outsourcing reserves the right to terminate any application where false, misleading, or fraudulent information is discovered.

## 3. Employment Opportunities

---

Submission of an application does not guarantee:

- Employment;
- Interviews;
- Job offers;
- Work permit approvals;
- Visa approvals;
- Immigration approvals.

All placements remain subject to employer requirements, candidate suitability, government regulations, and available opportunities.

## 4. Skills Assessments and Employer Requirements

---

Candidates may be required to undergo:

- Driving assessments;
- Practical skills tests;
- Theoretical examinations;
- Medical examinations;
- Drug and alcohol screening;

- Background checks;
- Language proficiency assessments;
- Employer interviews.

Failure to pass any assessment or satisfy employer requirements shall not create any liability on the part of Connect Outsourcing.

## 5. Documentation, Visas, and Work Permits

---

Connect Outsourcing may assist candidates with document preparation and submission. However, the Company cannot guarantee approval of:

- Work permits;
- Residence permits;
- Visas;
- Licensing conversions;
- Professional certifications.

The issuance of such approvals is solely at the discretion of the relevant authorities. Candidates acknowledge that processing times may vary significantly depending on government departments, embassies, employers, and other third parties.

## 6. Processing Times and Delays

---

International recruitment and placement processes often involve multiple organizations and government agencies.

Candidates acknowledge that delays may occur due to:

- Employer processing times;
- Embassy or consulate processing;
- Immigration authorities;
- Government regulations;
- Document verification procedures;
- Labour market requirements;
- Changes in laws or policies.

**Delays shall not be considered a failure by Connect Outsourcing to provide its services.**

## 7. Conduct and Employment Performance

---

Once employed, candidates are solely responsible for:

- Their job performance;
- Compliance with employer policies;
- Compliance with local laws;
- Professional conduct;
- Maintaining required work authorization.

Connect Outsourcing shall not be responsible for disciplinary action, suspension, dismissal, deportation, or any employment-related disputes arising after placement.

## 8. Fees and Payments

---

All fees paid to Connect Outsourcing are for recruitment, administration, processing, sourcing, facilitation, and related professional services.

Certain portions of these fees may be used to pay third-party service providers, government agencies, training providers, document processors, medical facilities, and other service partners involved in the recruitment process.

## 9. Refund Policy

---

Refunds are only considered where Connect Outsourcing has materially failed to deliver the agreed recruitment and placement services.

The following situations do **not** qualify for a refund:

- Processing delays;
- Visa delays;
- Work permit delays;
- Embassy delays;
- Employer delays;

- Government processing delays;
- Candidate withdrawal from the process;
- Failure of interviews or assessments;
- Medical examination failures;
- Background check failures;
- Employer rejection;
- Visa or permit refusals arising from candidate circumstances;
- Changes in immigration, labour, or government policies.

Where Connect Outsourcing determines that a refund is justified due to its own failure to deliver the agreed service, the maximum refund payable shall be:

**60% of the initial payment made by the candidate, less all third-party costs, government fees, processing fees, medical fees, document fees, licensing fees, translation fees, courier fees, and any other expenses already incurred on the candidate's behalf.**

Any approved refund shall be processed within **30 working days** from the date of written approval by Connect Outsourcing.

Refund decisions shall be made solely by Connect Outsourcing after reviewing the specific circumstances of each case.

## 10. Limitation of Liability

---

To the fullest extent permitted by law, Connect Outsourcing shall not be liable for:

- Visa refusals;
- Work permit refusals;
- Immigration decisions;
- Employer decisions;
- Delays caused by third parties;
- Loss of employment;
- Travel disruptions;
- Financial losses;
- Consequential or indirect damages arising from the recruitment or placement process.

## 11. Force Majeure

---

Connect Outsourcing shall not be liable for any delay, interruption, or inability to perform its obligations due to events beyond its reasonable control, including but not limited to:

- Government actions;
- Regulatory changes;
- War;
- Civil unrest;
- Natural disasters;
- Pandemics;
- Labour disputes;
- Transportation disruptions.

## 12. Amendments

---

Connect Outsourcing reserves the right to amend these Terms and Conditions at any time. Updated versions will be published on the Company's website and will become effective upon publication.

## 13. Governing Law

---

These Terms and Conditions shall be governed and interpreted in accordance with the laws of Zimbabwe.

## 14. Acceptance

---

By submitting an application, making payment, or using any of our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

## Connect Outsourcing

WE GET YOU CONNECTED.

16 Vincent Avenue, Belvedere, Harare, Zimbabwe

info@connectoutsourcing.co.zw · 08644041300 / +263 78 613 0867 · www.connectoutsourcing.co.zw