

“We want a refund if this person doesn’t work out.”

Rebuttal #1: *“We will assist you in hiring the best possible talent for this position. What you are paying us to do is to identify, attract, evaluate and land the right person for you - but once that talent is on board, they could be leaving for reasons that are out of our control. To hold us responsible for an integration where the process doesn’t go smoothly candidly isn’t a part of our process – however, let me ask you this. When you envision a refund clause, how long of a timeframe would you expect for that clause to last?” (Example: 30 days) “What I would be open to doing is actually commit to performing a replacement search at no additional charge with a window that is actually longer than what you originally referenced – perhaps a 30 day refund versus 90 day replacement. Does that sound reasonable?”*

Rebuttal #2: *“Usually clients ask for a refund because they have had a bad experience in the past. Tell me more about the history here – have you been burned in the past? Is there a reason that leads you to believe that this person will have a difficult onboarding process and possibly not work out?”*

“My track record (I can’t speak for other recruiters), but my track record is that there are only (# of times) a person has not worked out during the onboarding process, and in all of those situations we were ready to immediately replace them. So is your ultimate goal to get your money back, or to have this position filled?”

Rebuttal #3: *“We don’t do refunds.”*

Rebuttal #4: *“I want to share with you a story that is actually quite painful for me to share, but that I will anyways. I have a (X) year old son. When he was 16, we got him a new (type of car) for his birthday. We shopped for the car together, we decided on the car together, and we paid for the car together. He drove it for a week, then ran it into a stop sign for reasons that we don’t need to get into right now (said with a smile). He asked me if we could take it back to the dealership and get our money back. You’ve got to love the eternal optimism of a 16 year old, right?”*

“So, of course, my parallel is this. At some point, he needs to assume responsibility for the fate of that car, and obviously in the dealership’s opinion it’s when he drives it off the lot. I’m actually open to taking a little more risk than that, in that I will give you a guarantee period of (# of) weeks/months to make sure that you bought the right car, so to speak. What kind of replacement guarantee would give you a good enough window to evaluate the individual you’ve brought on board?”