



## TERMS AND CONDITIONS FOR REFUND

- 1. BLS is only providing home visit assistance to applicants; the collection and submission of application materials to the consulate is the extent of our service. Any delay in returning their documents would not be our fault; in that scenario, the client is not qualified to request a refund.**
- 2. All fees are non-refundable because, aside from the embassy's decision, we have no power to reject the application, regardless of the result.**
- 3. The applicants must adhere to the policy of a 48-hour cancellation. Cancellations made on the same day will not be accepted. If the applicant notifies the team on the day of the appointment, the remaining fees are non-refundable. The only fees that will be reimbursed in that scenario are those related to the visa, courier, BLS, and SMS.**
- 4. Should the applicant's documentation be deemed unsuitable or lacking during the home visitation service, the application will be canceled on the spot. In that scenario, the only fees that will be reimbursed are those for the visa, courier, BLS, and SMS; all other fees are non-refundable.**
- 5. The applicant cannot get a refund if, following the service, his passport is issued with inaccurate information because that would fall under the purview of the consulate, which has the authority to issue visas.**

- 6. After 30 days of payment, the dispute case will be released from accountability.**
  
- 7. The applicants must adhere to the policy of 48-hour rescheduling. Rescheduling on the same day will not be accepted. If applicants notify the logistical charges on the day of the appointment, they will have to pay them again.**

**Name** \_\_\_\_\_

**Date** \_\_\_\_\_

**Applicant's Sign** \_\_\_\_\_

**Thanks and Regards,**

**Mobile Support Team**

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