

StampMyVisa - Refund & Cancellation Policy

1. Conditions for Refund under the 'Online Visa Consultation' service:

- a. For 'Online Visa Consultation' service offered by StampMyVisa, a customer may cancel the order and request a full refund anytime before a StampMyVisa expert speaks to the customer and updates a detailed checklist of documents for the user on StampMyVisa's online dashboard.
- b. Once a detailed checklist of documents has been updated by the visa expert on StampMyVisa's dashboard, the service will be deemed consumed, post which the customer will not be eligible for refund under any circumstances.

2. Conditions for Refund under the 'Pick Up & Drop' service:

- a. For 'Pick Up & Drop' service offered by StampMyVisa, a user may cancel the order and request a refund anytime before the visa application leaves StampMyVisa offices for submission at the respective country's Embassy, Consulate, Application Centre or Authorized Agent.
- b. If the customer requests an order cancellation prior to the receipt of introductory email from the assigned visa expert, he/she is eligible for a full refund.
- c. If the customer requests an order cancellation post the receipt of introductory email from the assigned visa expert but prior to the pick up of documents from the customer, the customer will be eligible for a refund of 20% of the service charges.
- d. If the customer requests an order cancellation post the pick up of documents but prior to the submission of visa application at the respective country's Embassy, Consulate, Application Centre or Authorized Agent; the customer will be eligible for a refund of 10% of the service charges.
- e. After the visa application leaves StampMyVisa offices for submission at the respective country's Embassy, Consulate, Application Centre or Authorized Agent; the customer is not eligible for a refund.

3. Conditions for refund of visa fees:

- a. Under the 'Online Visa Consultation' or 'Pick Up & Drop' services offered by StampMyVisa, notwithstanding the refund rules mentioned above, the customer is eligible for a full refund of the visa fees paid under two conditions:
 - i. The physical application has not left StampMyVisa offices for submission at the respective country's Embassy, Consulate, Application Centre or Authorized Agent.
 - ii. The online application has not been submitted online, where the respective country's Embassy or Consulate provides such a provision.

4. Mandatory Deductions for refund:

- a. Notwithstanding the refund rules mentioned above, all refunds are subject to a deduction of 4% of the amount being refunded, whichever is lower, on account of payment processing charges.

5. Validity Of Service Charges:

- a. Notwithstanding anything mentioned above, service charges paid for the service will be valid for a period of 90 days from payment of service charges. Customer should complete the process of document provision within 90 days of receipt of payment. 90 days post payment, the service will be deemed consumed, post which the customer will not be eligible to continue the service.