

TERMS AND CONDITIONS

1. ACCEPTANCE :

Compass Visa reserved the right to accept or decline the processing of document/applications due to incomplete data, wrong application form and insufficient time to process of the said application.

2. PROCESSING TIME :

Compass Visa base the processing time for visa and passport according to the guidelines provided by the Consulates and the Passport Agency under normal conditions. The Consulates and the Passport Agency may require additional documents to facilitate the processing of the application that may cause delay or rejections/cancellations if requirement(s) is/are not met.

3.PRIVACY ACT:

Compass visa privacy act is a part of our service, confidentiality of information from the clients stays in our office, access is denied to third party/public access unless there is consent from the client.

4.FEES AND PAYMENT:

COMPASS VISA only accepts postal money order, bank cheque as payment. Fees are indicated in the country visa page.

5.CANCELLATION AND REFUND:

Refund is subjective if the cancellation or withdrawal is BEFORE submission of the application to the Consulate/ Passport Agency. You will be entitled for refund minus the shipping charges from your payment/fees. If your cancellation is received after the submission to the Consulate/Passport Agency, client is not entitled for a full refund.

6.SHIPPING:

COMPASS VISA uses only FEDEX FOR all shipping needs, unless instructed otherwise. Uses only standard envelope & other packaging materials from FEDEX. WE USE FEDEX because of it's reliability, provides real tracking time and delivery. COMPASS VISA is not liable for delays, failures to deliver or mistakes, damaged package, or loss by the shipping company.