

Terms and Conditions

These Terms govern the use of services provided by EGTN DFS Visa Assistance Center.

1. INTRODUCTION

These Terms and Conditions ("Terms") govern the use of services provided by EGTN DFS Visa Assistance Center ("we," "us," "our"). By using our services, you ("Applicant," "you") agree to be bound by these Terms.

2. SERVICES PROVIDED

We provide visa application assistance services including:

- Visa application processing and submission
- Document review and preparation guidance
- Biometrics scheduling assistance
- Passport delivery coordination
- Application tracking

Important: We are a visa facilitation center, NOT an embassy or consulate. We do not guarantee visa approval. The final decision rests solely with the relevant embassy or consular office.

3. APPLICANT OBLIGATIONS

You agree to:

- Provide accurate, truthful, and complete information
- Submit authentic and valid documents
- Attend scheduled biometrics appointments
- Respond promptly to requests for additional documents
- Comply with all applicable immigration laws

Providing false or misleading information may result in application rejection, forfeiture of fees, and potential legal action.

4. FEES AND PAYMENT

- All fees are quoted in Philippine Pesos (₱) unless stated otherwise
- Fees are due at the time of application submission
- Accepted payment methods: PayPal, bank transfer, over-the-counter
- Fees cover processing and facilitation services only
- Embassy/consular fees (if any) are separate and non-refundable

5. REFUND POLICY

- All service fees are non-refundable for any cancellation, withdrawal, or the applicant's death
- If cancelled before the application is submitted: 85% of the other fees are refundable, except the service fee
- After document submission to embassy: No refund is available
- Visa denial: Service fees are non-refundable as our service obligation has been fulfilled
- Processing time after biometrics and submission varies by visa type and country. This is notified to the applicant on the biometric schedule
- Prepaid Face-to-Face Consultation appointments are non-refundable, but the fee is 100% deductible from the comprehensive assistance service once availed
- If the client does not attend a prepaid appointment, the fee is forfeited and the appointment cannot be rebooked — a new prepaid appointment must be booked
- Refund requests must be submitted in writing to query@visassistancenter.com
- Approved refunds are processed within 15–30 business days

6. PROCESSING TIMES

- Processing times are estimates only and may vary depending on embassy workload
- We are not liable for delays caused by embassies, government agencies, or incomplete submissions
- Tentative passport release dates are approximate and subject to change

7. DOCUMENT HANDLING AND SECURITY

- All personal documents are handled with strict confidentiality
- Passport data is encrypted at rest and in transit
- Documents are stored securely and accessible only to authorized personnel
- We retain documents only for the duration required to complete processing
- Original documents will be returned upon completion or cancellation

8. DATA PRIVACY

- We collect and process personal data in accordance with the Data Privacy Act of 2012 (Republic Act No. 10173)
- Personal information is used solely for visa processing purposes
- We do not sell, share, or disclose your information to third parties except as required for visa processing or by law
- You may request access to, correction, or deletion of your personal data by contacting us

9. PASSPORT DELIVERY

- Passports may be collected in person or delivered via courier
- Delivery timelines are estimates and subject to courier availability
- A valid ID and reference number are required for passport collection
- We are not liable for delays caused by courier services or force majeure

10. COMPANY/PARTNER ACCOUNTS

- Corporate partners are subject to additional terms under their service agreement
- Partner credits are non-transferable and non-refundable
- User seat fees are billed monthly and auto-renewed
- Companies are responsible for the accuracy of employee information submitted

11. LIMITATION OF LIABILITY

- We shall not be liable for visa refusal by any embassy or consulate
- Our liability is limited to the service fees paid for the specific application
- We are not liable for indirect, consequential, or incidental damages
- We are not responsible for losses arising from inaccurate information provided by the applicant

12. FORCE MAJEURE

We shall not be held liable for failure or delay in performing our obligations due to circumstances beyond our reasonable control, including but not limited to natural disasters, government actions, pandemic, war, or system failures.

13. INTELLECTUAL PROPERTY

All content on our platform, including text, graphics, logos, and software, is the property of EGTN DFS Visa Assistance Center and protected by intellectual property laws.

14. ACCOUNT SECURITY

- You are responsible for maintaining the confidentiality of your account credentials
- Notify us immediately of any unauthorized access
- We reserve the right to suspend accounts suspected of fraudulent activity

15. AMENDMENTS

We reserve the right to modify these Terms at any time. Changes will be posted on our website and take effect immediately. Continued use of our services constitutes acceptance of the revised Terms.

16. GOVERNING LAW

These Terms shall be governed by and construed in accordance with the laws of the Republic of the Philippines. Any disputes shall be subject to the exclusive jurisdiction of the courts of the Philippines. Any court case may only be filed at the Makati City courts, where the EGTN DFS VAC office is located.

17. CONTACT INFORMATION

For questions about these Terms, contact us at:

- Email: query@visassistancenter.com