



The Legal Passport Refund Policy is in effect for all clients for US Passport processing, of any application submitted by the applicant, or a third party on their behalf, or parents submitting on behalf of a child or for children.

Legal Passport LLC does not guarantee the issuance of US Passports (or visas) as it is the State Department that will decide, one way or the other, on the passport application, unless it is for a visa stamp, then it is the foreign Consulate. Legal Passport, as a courier or expediting service, does not provide a refund to any customer once their application is denied by the Passport Agency as we can not guarantee specific results, and we are also not responsible for delays or a denial at the Passport Agency during processing. If the Passport Agency was to shut down in any emergency, then there is no refund of fees in the event of a denial, delays caused by the Government Agency, shutdowns or other processing delays outside of our control.

The customer must sign below to acknowledge that once the Agency processes and adjudicates their passport application and completes any required background and security checks, if anything negative shows up on their application, that it could be denied or suspended, and that they could be required to provide additional items. Such material requests made by the Agency could include possibly supplemental identification documents or maybe an appearance before a Passport Acceptance Agent at the post office.

Other and most common reasons for delays or suspension of an application could include: Child Support in arrears (must not have any old balance), an arrest warrant, felony, stolen identity, same name as parent, delayed birth registration, not filling out the applications correctly, not submitting your passport card with your application, when necessary, or a request for additional documents etc.

We can not stress enough that your service fee is paid is for the availability of an appointment in the Passport Agency to submit, and a certain time or day, a deadline you could say, your application for expediting to the State Department (or Foreign Consulates). You agree to a non-refundable payment to Legal Passport to pay for an appointment for your application's submission to the US Passport Agency for expedited processing.

Legal Passport will absolutely NOT REFUND any service fees for any Applications already submitted for processing.

Cancellation of your passport or visa order must be done before 12:00 m on the day the application is received in our office to qualify for a partial refund as detailed in this policy. After 12:00pm, cancellation of expediting services will allow for paperwork and/or documents to be returned to the application ONLY. Legal Passport will not refund any of service fees after 12 noon deadline. Transactions on a Saturday are always final and non-refundable. Any applicant

who submitted an application for Passport Expediting and chooses to cancel before 12:00 pm has to request the cancellation in writing via email and must have the word "Refund" in the subject line of the email.

We will pay the refund by company check to the person who made the payment minus the \$100 Service Fee and any other applicable fee (such as check writing or photos). The refund check is mailed with documents unless they are shredded - which is our usual procedure.

The refund is granted to the person who provided payment ONLY and the refunded amount will reflect the total amount paid for expediting less \$100 and any applicable fee (i.e: passport photos, check writing fees, in-house application fees, file prep fee) Any refund will be issued ONLY in a company check regardless which form of payment we received. At that point the refund check and documents will be returned in-person ONLY to the applicant; forms will be shredded in applicant's presence. Legal Passport LLC is a private service based Agency. Cancellation of a transaction on the applicant's credit card will only be done on the day of the transaction between the hours of 8am-5pm, and that has to happen before the day's credit card charges are transmitted as a batch, while the service charge of \$100 will also be made.

Our policy is to not issue a refund in any of the following situations: Same Day Service, Cases that are refiled, or any of a host of obscure but special cases.

PLEASE ASK US ANY QUESTIONS BEFORE SIGNING THIS POLICY

I _____ have read the above and agree to these terms on behalf of (self, child, spouse) _____

Signature _____ Date _____

If you have any questions on this policy please contact our office at service@legalpassport.com