

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 has paid 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.

All customers who place an order with Legal Passport LLC have until 12:01 AM EST to cancel an existing reservation in the Passport Agency and receive a refund that covers 85% of the reservation slot value. Customers who cancel after 12:01 AM EST the following day will receive 1 year of *Company Credit*\* from the day their form of payment was received. The only form of payment Legal Passport LLC will accept is a Credit Card consensually provided by the customer when they call Legal Passport LLC via the toll free 1-800-238-6662 office number. All cancellations must be submitted over the phone verbally and not through Email.

*Company Credit*\* is only valid for the amount of which the order was placed. Customers who seek to utilize their Company Credit at a later time may be subject to paying a remaining

balance on orders exceeding the total credit amount as pricing is also subject to change and is dependent upon the current capacity in the passport agency.

Legal Passport LLC will only pay the remaining balance of *Company Credit\** if the total amount of credit given exceeds the current pricing of reservations in the Passport Agency.

All customers who seek to utilize *Company Credit\** must be flexible with Legal Passport LLC when seeking to receive a reservation in the Passport Agency as there may be no vacancies at that time. In the event that there are no vacancies and the Passport Agency is at peak capacity the customer utilizing their *Company credit\** will be given the first available appointment available in the Passport Agency.

Company Credit: Credit that is provided to the customer for 1 year after an order is placed and then canceled after 12:01 AM EST. This credit can be utilized towards a future reservation in the passport agency. All cancellations must be submitted over the phone verbally and not through Email.

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](mailto:service@legalpassport.com)