

# Refund Policy

By purchasing our service, you acknowledge that you are buying a digital assistance service, not an official arrival document.

## 1. Immediate Service Start

The service begins immediately after payment with access to guidance, instructions, and redirection.

## 2. No Right of Withdrawal

Due to the immediate provision of a digital service, the right of withdrawal expires once the service has started.

## 3. Refund Eligibility

Refunds are not provided once the service has been accessed, except in cases of:

- Duplicate payment
- Technical failure preventing service access

## 4. Non-Refundable Situations

No refunds will be issued for:

- User error
- Incorrect information entered on official government websites
- Government decisions or delays

For refund requests, please contact customer support with your payment details.