

# Policies and Terms & Conditions

The following are the terms and conditions of this Agreement of Service

01. The Company agrees to enter the following Services to the abovementioned client.

- a. The Company will assist and inform the applicant about the process time, finances involved and the procedures for filling the petition.
- b. The Company will provide you a contemporary checklist of documents that are to be submitted while filing the petition.
- c. The Company will assign an Exclusive Sheet Anchor to take you through the complete process until you file the petition. She/he will regularly call you and explain you the complete procedures.
- d. The Company will help the applicant fill up all the appropriate application/visa/assessment forms. Please note that by doing this, the applicant acknowledges that he is using the Company to record information on his/hr behalf and understands that some immigration authorities would want the same to be indicated, that is the sole discretion of the applicant, and the company doesn't take any liability to do so.
- e. The Company, or an individual of the company, can act as your representative if you choose to oblige the formalities for doing so.
- f. The company will assist you in applying for the assessment in proving your professional and career competencies.
- g. The Company will assist you with all the required Professional Competency Reports by providing you adequate information which might help you procure the documents.
- h. The Company will assist you by giving sample formats of past approvals which can help you determine the exact parameters of your assessment and/or petition.
- i. The Company will regularly update you with the latest changes in the petition or assessment system and help you upgrade accordingly.
- j. The Company will try to give you alternatives, if there are any, in a situation where it becomes impossible for you to procure or produce a particular document.
- k. The Company will help you in booking visa slots at the appropriate place and time, and assist you regarding the procedures for the same.
- l. The Company will create contemporary cover letters to your petition which will act as an index or your application and will help your application/petition get assessed faster.

- m. Regular updates on the status of your application will be given by the concerned Sheet Anchor on phone or/and by email.
- n. If the application/petition has been overlooked or misread, the Company will file the administrative review, where applicable, and file a complaint to the appropriate bodies at no extra cost.
- o. The Company will assist you in the procedures of medical and police clearance certificates by guiding you with the addresses and other common procedures.
- p. Assistance in Foreign Exchange and Air Ticketing.

02. The Company has briefed you about the living conditions, infrastructure, and quality of living which differ from place to place and person to person, The Company is liable only in providing guidance in the form of applying through the expertise of Counselors, Sheet Anchors, and other team members, and is limited only to providing a check list of documents that have to be submitted while applying (which might change from time to time), assistance in providing formats, guidance in procuring documents from the concerned places (we will only help you understand )

How to get these documents, but we do not go and get these documents for you/on behalf of you), guidance in filling up application/s, and. lastly, guidance for submission of the supplication. The Applicant understands that it is his/her responsibility to abide by the above terms and conditions and also further agrees that the Company reserves the right to verify and terminate their services at any time, if the applicant fails to abide by the terms and conditions.

03. The applicant takes the onus of giving all the information which might impact the application. This includes, and is not limited to, past rejections to any country, past application and approvals, etc., with exact dates and results.

04. The mandate of the Company is restricted to suitably help the client on the instructions and the matters involving the submission and the processing of his petition for immigration permit on the basis of the phases duly instructed in the Agreement of Service, offered separately and inked between both the groups, and only for the phases for which fee has been given to the company.

05. We have no control whatsoever over an adverse modification to the existing selection criteria-as given here on this site—which takes place following the inking of the given deal, and where, post the inking of the given Agreement of Service, there is a transformation in pass mark, or where there is a subsequent petition of fresh regulations on the petitions submitted before.

06. Each and every appropriate government and skills evaluation agency's change a fees, for all the stages and the said fees may undergo a change at the sole discretion of the government bodies and the Company lacks any control whatsoever, over such a change. The Client shall settle the charge or fees, as appropriate and as sought by the Immigration Process, to a variety of government and associated bodies, and for the purpose of tests. In a situation where in the client has made the payment, the Company does not offer and has not offered any sort of assurance that the petition shall materialize in the client's favor

07. [www.eduzone.co.in](http://www.eduzone.co.in) is an intranet site and is a company resource to work as an interface between any department, the terms of use of this intranet would be as per the new implementations done day to day and will keep updating, we request the clients to bear that this is maintained by a third party and oversee the terms of use and disclosure very carefully.
08. The Company does not guarantee any kind of employment to the applicant. We offer only a complimentary assistance in finding a job in the form of editing the resume, uploading the resume in job sites, etc. This has to be subscribed by jobs and permits (jobsandpermits.com) Through Express Entry, an applicant can either have an employer or provincial nomination, client can opt for job search services for assistance in getting a job offer. Client agrees to register separately for Resume Marketing Services (through our Partner Company's) for job assistance before visa grant. The Company agrees to extend Basic Resume marketing Services only upon the Visa approval/ grant notification, Client accepts to pay for the extended versions if upgrade required. The Company shall not entertain any claims for extending the services of Courtesy and Basic Resume Marketing from the applicant except under these circumstances. The applicant here by agrees to adhere to the same.
09. The Company has undertaken to process the application for immigration to the country of the applicant's choice, and is not predisposed for denunciation/cancellation or non-acceptance of his/her application or not getting visa/immigration or any other related documents or confirmations from any authority on merits.
10. The Company will not entertain any deadlines from the client as the whole process has to go through a foolproof system, and any external pressure would only tamper the perfection of the file.
11. The Company is not liable for any travel arrangements made by the applicant prior to its confirmation, and the same being communicated to the applicant by mail or any other written proof, duly signed by the authorized person. The applicant should take information on the port of entry requirements and arrange the same by themselves.
12. If the applicant has registered for immigration to Canada, then CIC doesn't oblige to use a representative and nor are we one. The applicant has to do a self-representation, as in most occasions, it would jeopardize the application in future if the company would be assisting the applicant in the complete process, except representation, and if the applicant insists on one, then the applicant will have to sign the IMM 5475 and 76 forms on the name of one individual who would be representing the applicant. By acknowledging this declaration, the applicant accepts to have  
Signature of EduZone Ravi Kumar  
Not paid for the specific purpose of "Representation" to the CIC.
13. The company has no control on the same. These may include a) asking the applicant to come for a personal interview b) asking the applicant to get some additional documentation or get them attested c) increasing fees etc. Under these circumstances, the applicant agrees to take the responsibility of meeting the obligation.

14. Every country has a strict mandate on giving a Permanent Residency/Citizenship/Visa/Entry Permit. It's the discretion of the issuing authority to decide on visa and the conditions of converting the given permit the next level if there are any which includes Entering country within a prescribed time after the visa is issued, a continuous stay for a prescribed time, working and staying in a specific state/county/city for a prescribed time etc. As a Visa application service Provider the company has limited mandate and client momentarily agrees to review the same and agrees to have discounted and only after understanding the same has agreed to process.
15. Some professions which include and not limited to Doctors, Lawyers etc normally cannot directly practice in the country they wish to migrate, until otherwise not objected by the local Govt. or subject to immigrating Country rules permitting. The Company or any of its employees cannot have any control on this practice or acquaintance and is not part of the service subscribed by the client and momentarily client agrees to take the onus of checking from the official authorities or embassy, this necessarily doesn't have to be post visa but could also be a requirement to clear or apply and pre requisites could be a particular approved examination which should be cleared by the applicant only.
16. The company does not take any liability on the applicant's assumption of filing a case in a particular time frame and any such assumptions are at his/her own discretion. The immigration rules are subject to change from time to time, and the applicant undertakes to wait for the process to be completed as per the changed conditions, and this shall not be a valid reason for seeking a refund. The process is not generic but is customized, and many times, a variety of further documentation might be required to conclude the process and the time frame may also vary. This reason cannot be contested on the grounds of not being informed at the initial stages of registration/process.
17. The company follows a C2C (Client to Consultant) policy where in a Sheet Anchor/would interact on a one to one basis with the clients from the beginning (from stage to stage and process situations). In case of a situation where for a prolonged period of time, the applicant fails to acknowledge calls, mails, and our initiations, there will be a temporary closure of the case where in we would withdraw the services until the client writes in for a re-activation of the services, and pays nominal fees of 1000 INR towards reactivation. The client will have to sign the Agreement of Service once again and we would be giving a new status for the services, conditional to the fact that the services is still active and the client is still qualified for the same, failing which the refund clause, as per the Agreement of Service, will be initiated. The step is initiated only in situation where the clients do not respond for more than 45-90 days, as the Company cannot afford to keep a team just for the sake of doing a continual one-sided attempt.
18. The Company doesn't work with any Embassy and/or Government. Therefore, the changes in the rules of the process may happen from time to time which the applicant agrees to upgrade, which might include a special or added qualification, English score etc.
19. File transfer to another country will not be entertained on the following grounds:
  - a. Personal grounds

b. Inability to meet the process requirement.

However, in case of revised rules, and if the profile is ineligible under the changed rules, transfer options to another country can be considered on certain terms and conditions.

20. In very infrequent situations, there might be a pre assumed and discounted situation where there will be absolutely no communication/update etc. from the company's side, which include and do not necessarily end with situations like the file has been submitted with the Immigration or other bodies who do not encourage e mails/calls etc. but will communicate the result directly to the concerned or situation: where there is temporary hold on applications and no further communications can be expected from them until they announce one. The client agrees to abide by these situations patiently rather than panicking and forcing the concerned department for an update.
21. The whole process is bifurcated into many departments like sales, review team, finance, sheet anchors, specialist team leads, head of the department, research, etc. Wherein the client agrees to discount the fact that he moves from one department to the other as the file progresses, and new people will start interacting from time to time. To cut the communication gap, we have a world class intranet facility and the client and the Company agrees to abide to communicate through the intranet until there is an urgent situation. A typical application may take 6-36 months, a considering the fragility involved, we use intranet as the only system to follow. Attrition from the existing team through intranet, and the new employee can just refer to prior communications. If a client has used other modes of communication, then it becomes inevitable for the new team member to get a grip of the same. This might create a temporary predicament, which is why we strictly recommend to take Intranet ([www.eduzone.co.in.com](http://www.eduzone.co.in.com)) as the only mode of communication.
22. The applicant understands and fully agrees that the services rendered as per the Agreement of Service is valid for a period of one year, which might be extended further with the mutual consent and understanding of both the parties and is subjected to additional costs. The applicant will have to meet all the requirements from his/her end within the given time period, failing which the Company has a right to withdraw its services and retain the service charges.
23. If the applicant has applied for Canadian Immigration, he confirms that he has gone through the IRR prepared by the Company team, and has confirmed the Nominated/Preferred Occupation. He confirms that he was neither forced nor coerced to apply the occupation Nominated/Preferred by the Company. The applicant hereby gives his consent for the Company to process his file with the specified Nominated/Preferred concerned sheet anchor processing his file.
24. It is our endeavor to ensure that each client is dealt with courtesy and with professionalism, and any issue escalated to the senior management team is dealt with on a war footing. Having said that, certain parties go beyond the realm of rational thought and resort to emotional bias to defame our credibility and these are the very small percentage of our customers who sign a legal agreement, avail our services and then decide to withdraw because of their own personal circumstances which

may have changed. As a business with heavy investments in qualified staff, world class technology, client protection, and infrastructure, we cannot accommodate requests for refunds once service has provided or the process has already been delivered to the client.

25. The Company is not responsible to get your documents attested, authenticated, or arranged from the required organization, as it's the applicants' responsibility to do so. Booking visa dates or related work would be done as an extended courtesy job, but is not one of the activities that we charge for.
26. All the documents submitted to the company will not be returned, as we do not require the original documents to be sent to our office, but the scanned/photo copies of the original documents will suffice to complete the process. Any claim for returning the documents will not be entertained. (In case any assessing or Immigration authorities demands them, the applicant undertakes to provide such original documents, as and when required, to the relevant assessing or immigration authorities.)
27. The company doesn't offer courier services or any kind of pick and drop services for any documents; unless you have signed up for "Concierge Services" offered by the company.
28. Neither the Company nor any of its employees are responsible if any documents/information furnished by the applicant are found to be untrue, false, or fabricated at any stage, by any authority, and solely the applicant not to go with any fake/fraud process, but at the same time, the onus lies with the applicant to see that the documents produced are genuine and verifiable
29. The applicant also declares that all the documents and information provided at the time of the initial review and during the visa application are true and understands the none of these documents were created by us. If the applicant's application or visa is denied because of any documents produced along with the visa application, the applicant agrees to face the consequences at his/her own cost; the Company is not responsible for the same.
30. The applicant is not required to submit all the documents at the time of the registration process. Once the registration is completed online, there will be more than three Sheet Anchors to whom the concerned details go automatically, and the company assigns these people to make sure the application is given its due care. Irrespective of the documents being submitted or not, these Sheet Anchors will complete generic things like preparing the covering letters, filling up the application forms, etc. while waiting for your documentation. The company will not entertain requests referring to "No documents or part documents submitted so no work done" as this statement makes o intellect after having this Agreement of Service on mutual consent.
31. The Review is done on the basis of not JUST the documentation but also on the basis of the information given on the Review Report (RR) which is prepared from your resume, mails exchanged, or face-to-face discussions done with Career Consultant or tele-conversation. The IRR is prepared by a group of experts, keeping their past experiences, present rules, and the future situations in mind. However, it is in no way a guarantee to the end result, as the decision of granting a visa or a permanent residence to a client is at the sole discretion of the embassy or the consulate. No refund would be possible if the applicant fails to submit one or all documents after registration and agrees

on not making a reference of work done by the Company, when no document is submitted, as it was informed to the applicant in advance, and the same has been agreed upon. Even though the total documentation is done on the basis of IRR, the Company does not accept any liability on IRR and opine that it is taken as basis for any purpose or view of the Company, hence, refund requests solely based on wrong IRRs or the other are not accepted for any refund claim raised by the client with the company.

The Company is not responsible for the delay caused by third party services such as Courier Services etc. Based on external factors like these, Client cannot claim a refund of service charges.

### **Internal Review/Information Report**

The Internal Review/Information Report is a questionnaire, which is completed on our Website. It has been specifically designed to provide you with a preliminary assessment of your ability to satisfy the Visa criteria for your selected visa/permit type. You should not rely on this result alone as a true indication of your ability to apply for migration. The Company will use and rely on information provided by the Client in the provision of the Service. The Company will not independently verify or assume responsibility for the accuracy or completeness of such information. Accordingly, the information provided by the Client must be correct, including date of birth, qualifications and work history, contact details, etc. If the information provided by the Client is not correct, the Service may not be accurate. Any third party should not use any advice provided to you as each case varies depending on the particular circumstances of the applicant and the applicant's family. Such action will result in an immediate breach of our Copyright terms as set out above.

### **32. Charge back/Refund Policy:**

- a. The Company will not, under any circumstances, issue cash refunds for early contract cancellation. If you have a question about charges made to your account, please contact us immediately. If the charges were made in error, we will immediately credit your account for the appropriate amount.
- b. Company has a zero-tolerance policy for charge backs. Any customer who disputes a credit card payment that is found to be valid will be permanently blacklisted and barred from use of the service. Any past due fees and costs will be sent to collections. If our collection efforts fail, unpaid debts will be reported to all available Credit Reporting Agencies.
- c. If the applicant has paid the money through an online card service, the client hereby agrees that he/she will not withdraw, or is not entitled to charge back the amount, without the knowledge of the Company, in case of payment made by any mode. This includes CC Avenue, except otherwise following the norms of refund as mentioned in the agreement and the procedure prescribed by law prevailing at that time in the State of Telangana, under the jurisdiction of Hyderabad.
- d. If the applicant has paid the money through Credit Card or Net Banking, the applicant undertakes voluntarily that he will not dispute the payment or notify the designated bank for charge back,

insisting the bank to withhold or cancel the payment made to the Company by the applicant. The Applicant further undertakes to inform his banker that the payment made to the Company by the applicant. The Applicant further undertakes to inform his banker that the payment made to the Company is genuine, and the transaction is an exception for his request to cancel or charge back the payment in his favor, including misuse and card loss cases either by him or through any one. The applicant agrees to cooperate with the Company in this aspect in case the Company wishes to defend/represent the matter in their favor before any bank/authority.

### **33. Refund Policy:**

The Company is not responsible for refund of any fees or other amounts/charges that have been paid to any Assessing Bodies, Immigration Authorities, Embassy/Consulate/High Commission in the event of the applicant not getting approval/visa/immigration, or in case of rejection or non-acceptance of his/her application at any stage by any authority. The registration/processing fees only include the charges towards the services rendered by the company and does not include any application or assessing fees. The applicant agrees to pay the entire additional fees required as applicable, during the processing.

The refund percentages are for the shelf rates mentioned and not for the amount paid, the refund percentages are applicable only if the complete shelf rates of the products are paid without any balance. Applicants will be eligible to claim refund only if the entire service cost is paid and approved. Applicants would not be eligible for the refund percentage even if they fall in one of the clauses if they haven't paid the complete shelf rate mentioned.

A 25% refund is possible only on the following grounds, and is confined to these grounds only:

- a. Visa is denied after applying appropriately using the services of the Company.
- b. No Invitation to Apply (ITA) received from a CIC after appropriately taking services of Eduzone Visa Company.
- c. The immigration rules changed and the applicant does not qualify under the new rules.
- d. File returned from CIC

In the event of negative Education Credential Assessment (ECA), INR 30000/- will be deducted towards processing cost and rest amount is subjected to refund. In the event of no ITA received in 1 year you would be given the following options: -

- a. Resubmit the application in pool. Terms & Conditions will be subjected to norms applicable at that time.
- b. Opt for any other process for which you are eligible, in this situation 50% of the amount will be adjusted towards the other country processing and additional amount as per the package has to be paid by you.
- c. Opt for refund under standard refund clauses.

- d. On completion of one year in the pool without receiving the ITA (Invitation to Apply), the following options are available:
  - a. Can opt for refund of 25% on the service charges paid
  - b. Renew the contract for one more year with nominal charges. On expiry of the profile on completion of the second year, there will no refund applicable.

Please note that company has set the service cost on the basis of the work effort, process and stages involved to make the application.

Refund requests are applicable and considered only when services costs are paid in full by the time of raising refund requests. Applicants are not entitled for raising any request in case of some balance amount is due in processing fee However, refund requests will be considered, even though the total PF is paid in installments (without any dues).

34. In case of rejection by the Skiles Assessing Authority/Immigration and Visa Authorities, The Company will refund the applicable amount as per stated in the agreement. The refund will be made within 90 working days after the client submits the Refund Claim Form to The Company. Client has to enclose a copy of the letter of rejection from the Authority to support the Refund Claim. If client fails to enclose a copy of the rejection letter or rejection stamp on the client's passport, the company will not refund applicable refund amount. Client also has to enclose the refund request form, a copy of his/her receipt for payment made to The Company. Failure to enclose these documents will make the client ineligible for the refund.
35. The Service charges of the Company have no reference to the market charges and do not have to be equal to the contemporaries, as they are contemporary only to the company standards to which the client agreed. Any claims after the registration, of being too expensive, would not be entertained and the applicant would have no right to contest the same as it was explained and expressed through all the sources of information, and the client has been convinced before registering.
36. The applicant accepts that the immigration process includes showing enough funds to convince the issuance of the applied category permit and/or Visa if applicable and which differ from country to country, and the process/category the applicant applies. The applicant undertakes to meet such requirement as desired by the concerned immigration/other authorities, and failure to provide such funds by the applicant shall not make the company liable for any refund of the service charges or part thereof. The funds to be shown may range from INR 1lakh-15 lakhs (the amount would increase in case if you are accompanied by dependents), which is agreed to, by the client, and these might be required for a particular time period, which might range from 1-12 months tentatively and may vary. The failure of showing the same while applying for a visa may lead to the application being denied or not accepted. In such cases, no refund request of service charges will be entertained.

37. The client also accepts that all/any registrations/s for the same or other country before this Agreement of Service date, if any, with this Company would be nullified, and no claim of the service or the fee can be claimed until it is given in writing by the Company.
38. In case of the visa being rejected on the following grounds no refund will be made.
- a. If the applicants fail to attend the visa interview
  - b. If the applicant does not comply with the requirements of the Embassy or the Consulate.
  - c. Failure of medicals by the client or his/her family members included in the application.
  - d. Failure to provide a genuine Police Clearance Certificate, which is not less than 3months old.
  - e. Submission of fraudulent documents.
  - f. Prior violation of any immigration or visa law by the client or any of his or her family members included in the application.
  - g. Late submission of any additional documents requested by the consulate at a later stage.
  - h. The client fails to get the required score in IELTS/French to meet the eligibility criteria and as advised by the Company consultant.
  - i. There would be no refund if the client abandons his/her case within 3 months from the date of registration.

**(Non-communication with your sheet anchor for a period of 3 months shall also be deemed to be abandonment)**

39. The application or processing fee paid to visa authorities or any other institution is the liability of the client and is not included in the service charges of the Company. The company will not entertain any claim of refund in case of rejection.
40. The client must offer, inside 30days, each and every paper, forms and facts that will make it possible for the immigration consultancy in question to present his petition for skills appraisal with the applicable appraisal organization. The client's inability to do the same will only suggest that no reimbursement of the advisory/consulting fee offered to the company is outstanding.
41. Client will notify the company of each and every communication received by him/her from the processing visa office in writing or via phone-inside a week of the receiving of such a message. Besides, the client shall notify the said immigration consultancy of each and every communication-both via written matter and via phone-undertaken by the Client, straight with the involved visa bureau inside a week or 7days of such a contact. This comprises personal visits made to the visa office, and /or inquiry made via phone. The client's inability to do the same will only suggest that no money back whatsoever is outstanding of any secretarial charges offered to the immigration consultancy.
42. The client will participate in each and every interview, as and when needed by the concerned processing visa agency, at the place mentioned by the visa agency, and at his own cost, and swiftly follow each and every given order as given by the visa agency. The client's inability to do the same

will only suggest that no refund whatsoever is outstanding of any secretarial charges offered to the company.

43. If the application/petition is returned/rejected/delayed owing to an error in the application fee or mode of payment, the Applicant agrees not to contest on withdrawal of his application on this ground, as the payment and the mode of the payment of application fee is the sole liability of the Applicant.
44. It is understood that submission of application for immigration is never generic, routine and/or time bound. The concerned case officer may call for additional document, as per the changing requirements of the process, and may request for further submission of such additional documents to the concerned immigration authorities. Any request for refund on these grounds will not be entertained.
45. In the event that the immigration law changes any time after you have signed this agreement, anytime during the processing of your application & due to this change of law, you have become ineligible to apply for the service you have signed up for, and you have paid the entire amount; The Company will refund a certain percent of the company service fee paid by the client as specified in the agreement. The refund will be made within 90 working days after the client submits the company Refund Claim Form to The Company. Client will enclose with the refund request form, a copy of his receipt for payment made to The Company. Failure to enclose this will also make the client ineligible for the refund.
46. In the event that you have signed up for the company service under the installment payment option or made a part payment and the immigration law changes any time after you have signed this agreement, anytime during the processing of your application & due to this change of law, you are now ineligible to apply for the service you have signed up for. In this case client will not be entitled to a refund of any fees previously paid as the first installment or any other part payment to the company.
47. Client also understands and accepts that no refund or transfer of the company fee to a friend or a relative will be done in the event he or she abandons his or her application or decides to drop out due to any reason, during the proceedings after he or she signs-up.
48. Client also understands and accepts that no refund or adjustment of the company fee will be done in the event he or she abandons the original service/process he or she has signed-up for and decides to switch over to another service/process with the company or opts for immigration to a different country.
49. The client will offer every needed information and papers, such as the English translations in an agreed form, and as sought by the company and the involved Visa Office. It has been fully agreed upon by the said immigration consultancy on the ground of the facts and papers presented by the client. In case the furnished details is discovered to be inaccurate or fake or deficient or incorrect, and so not entertained by the concerned Immigration bodies, the immigration consultancy takes no

responsibility whatsoever for the two too positive impact of the same on the result of the petition and the ensuing rejection on this basis, even as no refund shall be claimed-either of the consulting charge or the amount paid to the government organizations under such situation!

50. The Company has the right to terminate/withdraw their services without refund of service fee if the applicant
- a. Does not submit all documents within the stipulated time from the date of his/her registration, which is normally within one month.
  - b. Tries to malign the name of the company in what so ever manner, which tampers the functioning of the business or reputation.
  - c. Doesn't respond to the mails and calls made by the company for more than a month.
  - d. Backs out due to personal reasons.
  - e. Failure in medicals by the client or his family members included in the application form.
  - f. Failure to provide a genuine Police Clearance Certificate, which is not less than 3month old.
  - g. Failure to provide sufficient funds for settlement or maintenance by the client or his or her family members included in the application.
  - h. Prior violation of any immigration or visa law by the client or any of his or her family members included in the application.
  - i. Late submission of any additional documents requested by the consulate at a later stage.

Client herewith agrees to meet all the requirements of the concerned authorities who conduct skills assessment or decide on visa outcome. Client also agrees to submit all the documents including originals, as and when required, to the relevant assessing or immigration authorities. Client understands that any failure on his/her part to submit these documents or part thereof is an independent failure of client, and the Company is in no way responsible for the same. Hence, the client agrees that failure to produce documents cannot be a valid reason to claim a refund.

51. The client will settle all charges, which could be owed to a variety of government and skills appraisal bodies and language testing organization, such as but not restricted to the skills appraisal costs, residency visa petition costs, the IELTS/French test, health tests, etc. The given charges are strictly non-refundable and not adjustable by either any of the receiving offices or the immigration consultancy, notwithstanding the final conclusion on the visa petition. Favorable appraisal or conclusion is the sole prerogative of the involved organization even as the immigration consultancy exercises no control at all over the final outcomes at any phase of the visa petition. The company has given no assurance whatever of a favorable appraisal or end result of the projected petition of the client for any phase.
52. The client will inform the company about every news involving a change of housing/ mailing address, educational/specialized credentials, change of matrimonial position/service or the company, newly born kids or any police/unlawful case-after the submission of the petition, and while the

processing is going on till the time of the discharge of permanent Resident Permit. The client's inability to do the same will only show that no refund at all is outstanding of any advisory charges given to the immigration consultancy.

53. The client will appear for an IELTS/French Test and achieve a minimum individual total of group in every given four appraisal factors—read, write, speak & listen—as appropriate for him/her and as per the requirement of the Visa Issuing Authority/Assessment Body. The client thoroughly realizes and concurs that his petition cannot be submitted—minus the necessary IELTS/French total—and no reimbursement of the advisory/consulting/secretarial services charges offered to the company will be outstanding or settled, in a situation wherein he fails to attain the require IELTS/French total.
54. The client shall also make certain that-in case married or in any relationship which is acceptable to be considered as dependent—the spouse or the acceptable dependent/s appears for an IELTS/French test and offers a report with minimum score as is appropriate on the basis of the decided Agreement of Service with The Company. The client fully understands and concurs that his petition cannot be presented, minus the needed IELTS/French points of the marital partner even while no compensation of the advisory/consulting charges given to the company will be claimed or made in a situation wherein he fails to receive the Agreement of Service prescribed IELTS/French points of the marital partner even while no compensation of the advisory/consulting charges given to the company will be claimed or made in a situation wherein he fails to receive the Agreement of Service prescribed IELTS/French total of the marital partner. The said test—together with the associated report—is necessary towards the documentation for wedded clients, though the client may not ask for points for the qualifications of his partner.
55. By signing/acknowledging the agreement to avail our services, Client can withdraw without any claim of refund AT ANY POINT during the process because of own personal circumstances which may have changed. It is unacceptable to consider or entertain any form of settlement. As a business with heavy investments, we cannot accommodate requests for refunds once services have been provided or when any part of the process has commenced.
56. The secretarial charges gives to the Company does not comprise any amount owed to any organization of the government, and to any language testing group or for any other reason, and shall be restricted to the services and duties of the consultancy as duly set and decided under the Agreement of Service inked separately with client
57. The client will inform to the Company, in case he/she wants to use alternative services of a global authorized assignee (Embassy/Consulate/Language test conduction centers/health check conducting centers,etc), and also make additional payment for such services to the Company, as duly arranged and decided under the Agreement of Service inked separately with the client. Any online payment will not contain fee owed to such global authorized assignees (Embassy/Consulate/Language test conducting centers/Health check conduction centers,etc)—and in each and every situation—will not be given back.

58. The client clearly accepts that he has been apprised of the usual waiting durations/average processing time, as I, hereby declare that
01. I will not disclose my precarious financial information like Credit Card Number or CVV number or Bank Account details etc., to any person, at any point of time of my process. If I do so, it is my personal liability.
  02. I will not ask any person from my family or friends circle to represent/ pursue my application or share the confidential information like user name and password of my account in the site <https://www.eduzone.co.in> and any other communications belongs/sent to me.
  03. I agree not to share the checklists; documents provided to me with any one and use the same only for personal application purpose.
  04. I accept that the money that I show for the purpose of my Visa, strictly belongs to me and I would not be distressed to show funds by taking loans etc.
  05. I will not give cash to any employee other than a Career Consultant of Eduzone, that too for registration purpose only towards an IRR or full or part payment registration for the product. I would not pay anything at a personal level to any employee of Eduzone and if any such transaction is made that will be my sole liability.
  06. I will not use any employee from Eduzone for services, which are not mentioned in the Service Agreement.
  07. Booking visa dates or related work, like paying fees through D.D, Notary, and Courier of the documents during Visas/immigration process would be done as an extended courtesy job but is not on the activities that we charge for., I will bear the said expenses and also 'Concierge fees' if the said services are offered by Eduzone.
  08. I hereby agree that all the services the Eduzone is offering to me would exactly end within a period of one year from the date of signing the Contract. It is the discretion of the company to extend, revoke or ask for further formalities and is not just limited to finances.
  09. I have read and am completely aware of the complete information on the offered/signed immigration/visa/documentation products or services. I have voluntarily approached Eduzone to provide assistance for the immigration services and would not at any point of time in future allege before any other party including those representing Eduzone that they have strained me to do so. This pronouncement of taking assistance is totally individual and was taken only after my personal verifications.
  10. I clearly understand that this is just one of the strategic investments in my career, I have clearly read and understood the limitations of Eduzone in providing their services and would adhere by the same.
  11. While Eduzone would provide extensive help in filing the petition as per the service agreement, I comprehend that there are restraints like "scoring in IELTS/French", "PERSONAL

INTERVIEW” etc., where my discrete recital would only be mattered and a botch there would limit to myself.

12. I declare that at any given point of time, I would not take any illegal steps to procure the result/visa, which includes providing fake documentation etc.
13. Eduzone responses/suggestions to my inquiries/application/submission at any stage are intended for material tenacities only. Such responses do not constitute licit/solicitor/Licensed counsel, nor do they substitute for licit/solicitor/Licensed counsel.
14. I declare that the language used in this self-declaration and Service agreement is evidently reasonable and did not find any difficulty in reasoning the rational and motive of mentioning the same.
15. As a responsible citizen, I declare that I have never been involved in any anti national activities and would pledge not to get involved ever nor be involved in any civil/criminal litigation and no such case/litigation is pending against me; however if still I am found involved in any such activities, Eduzone has a right to revoke the agreement without any obligation of refund or service or registration/extension of service.
16. As a conscientious patron and cultured human being, I would always double check and provide the information to any departments which include Eduzone process Team, Embassy and Assessment Authorities and would not solely depend on the information given orally.
17. I agree to go through every information, material, document, suggestion and would have the right to contest if I am unhappy or I feel it could tamper your chances of getting a positive result, I would not blindly agree on anything as it is my application and it needs to have everything that I am actually thinking. I would not claim any foul play once I approve and ratify the document, service suggestion once it has been implemented.
18. I understand the level of Eduzone expertise and their authority to represent my application, which is limited as per the service agreement, signed and will not at any given point expect more than that.
19. I understand that service fee paid will not be transferred to other person/product.
20. I understand the refund policy very clearly and have read and signed the service agreement to acknowledge the same. I declare that this application is a strategic step in my career and is no way going to affect me materially, fiscally and fervently.
21. I agree to communicate with the company only through the Intranet i.e. [www.eduzone.co.in](http://www.eduzone.co.in) which I have been provided user name and password.
22. I agree to insist the company or its representative to communicate the suggestions/documents/services through Intranet only and will not follow the instructions given orally. This will help in cutting down the communication gaps between the sheet anchor and the applicant.

23. I shall be liable for any legal action initiated by Eduzone. If I indulge in any such acts, which would malign their business activity. By signing this agreement I shall agree that Eduzone cannot guarantee/does not give any assurance in providing job but, helps in providing job Assistance.
24. I shall agree to pay the required taxes like service tax etc. according to the government rules which are prevailing at the time.
25. I would not share my passwords of any of my personal/official e-mail accounts and never will I ask any Eduzone employees to open, read or reply from my mail ids.
26. I clearly understand the policy/s of the company with which I am signing a service agreement and will abide by the same.
27. If installment mode is availed and said installment is not paid as per schedule account will be deactivated/suspended/terminated.