

## **Terms & Conditions**

The following Terms & Conditions constitute the legal basis for availing the form filling services by VFS Global

For the purpose of the Terms and Conditions, the Applicant is a natural or legal person and has agreed to use the paid form filling Services from VFS Global. By registering on the Website the Applicant shall be presumed to have accepted this electronic version / electronic record of the Terms and Conditions. In case the applicant is a minor and needs to use the form filling service should be accompanied by a parent or the parent registers on behalf of the minor.

The Terms & Conditions govern the Applicant's use of the paid form filling Services and are acknowledged as having been read, understood and agreed that VFS is only facilitating the form filling Services.

### **SERVICES PROVIDED:**

Passport Form Filling, OCI Form Filling, Renunciation Form Filling

### **FEES:**

The applicant will be charged USD 19.95 per form/ per individual to avail the Premium Services.

### **TIME LIMIT:**

Each Form Filling process where the applicant is called by a VFS designate will last for a period of 40 Minutes. It is subject to change on a case to case basis and more particularly in case of an unavoidable situation

### **GRANTING / REJECTION OF APPLICATION:**

The decision making of an application rests solely and exclusively with the Mission. The Mission reserves the right to grant / deny an application without assigning reasons and the decision of the Mission is final and binding upon the Applicant. Therefore, VFS Global will have no responsibility/liability towards the Applicant for the rejection or return of his/her application by the Mission.

### **TECHNICAL CHALLENGES:**

While being provided form filling assistance if the call disconnects from VFS end due to a technical issue, VFS will reach out to the applicant for availing a different time period. In case the applicant disconnects the call there will be no call back from VFS Global. The applicant will have to go through the entire journey of the form filling Services.

The ownership of the accuracy of the application lies with the applicant as VFS Global will provide assistance in the form filling.

### **LANGUAGE OF SERVICE:**

VFS Global provides services and maintains all channels of communication in English Only. For any verbal communication Hindi can be used.

### **CALL RECORDINGS:**

Calls will be recorded between the applicant and VFS Global for quality and training purposes. Storage of the calls is a sole discretion of VFS Global

**REFUND POLICY:**

VFS Global will be providing only form filling assistance and the fees are towards the service. If an application is rejected VFS will not be held responsible for the same and no refund for the services will be provided. There will be no refund of fees if the applicant chooses not to go ahead with the Services. However refunds will/can be considered on case to case bases.

**ENTIRE AGREEMENT:**

These terms and conditions are an exclusive agreement between VFS Global and you for the Services provided to you and by continuing you agree and are bound by the Terms and Conditions put forward by VFS Global