

REFUND AND CANCELLATION POLICY

Applies to Individual Clients and Agency Partners

Effective date: 28 July 2026 | Last updated: 28 July 2026

This policy explains how Friendship Immigration assesses cancellation and refund requests. It is a general website policy. The signed client service agreement, agency agreement, quotation, invoice and written milestone schedule applicable to a specific matter form part of the contract and should be read with this policy. Nothing in this policy limits rights that cannot lawfully be excluded.

1. Business and scope

Friendship Immigration is a registered partnership firm operating from VPO Nanaksar Kaleran, Jagraon, District Ludhiana, Punjab – 142036, India. This policy applies to individual clients, applicants, sponsors, authorized representatives, referral partners and agency partners who purchase, arrange or refer services from Friendship Immigration.

Services may include immigration consultancy, administrative support, document preparation, application coordination, appointment assistance, employer or recruiter coordination, travel-related support and other services specifically described in writing.

2. No guarantee of outcome

Friendship Immigration does not guarantee a visa, work permit, residence permit, study permit, admission, job, employer approval, appointment, interview, immigration status or government decision. All final decisions are made by the relevant embassy, consulate, visa application centre, employer, educational institution, immigration authority or government department.

A refusal, delay, quota closure, lottery result, policy change or appointment unavailability does not by itself create an automatic right to a refund.

3. Fees and payment categories

Amounts paid may include:

- Professional or consultancy fees payable to Friendship Immigration.
- Milestone-based service fees described in the signed agreement or invoice.
- Government, embassy, consular or visa application centre fees.
- Insurance, medical, police clearance, biometrics, translation, attestation, courier or travel costs.
- Employer, recruiter, educational institution, banking, payment-gateway or other third-party charges.

Professional fees compensate Friendship Immigration for work performed, time reserved, case assessment, communication, document review, preparation, coordination and administration. Third-party charges are governed by the third party's own terms.

4. Client or agency cancellation

A cancellation request must be submitted in writing. The refund, if any, will depend on the stage reached, work already completed, time and resources committed, milestones earned, and non-recoverable costs.

If cancellation occurs before substantive work begins, Friendship Immigration will assess the unearned portion of the professional fee after deducting documented onboarding, consultation, assessment, administration and authorized non-recoverable costs.

After substantive work or an agreed milestone has begun or been completed, the fee attributable to that work or milestone is not refundable. Any remaining unearned amount will be assessed under the signed agreement and applicable law.

5. Non-refundable amounts

The following amounts are normally non-refundable once paid, incurred or committed:

- Fees for consultations, assessments, document reviews or completed milestones.
- Government, embassy, consular and visa application centre charges.
- Insurance, medical, biometrics, police clearance, translation, attestation and courier charges.
- Employer, recruiter, institution, banking, payment-gateway and other third-party charges.
- Taxes already deposited with the government, unless an adjustment or refund is legally available.
- Costs expressly authorized by the client or agency partner.

If a third party returns an amount to Friendship Immigration, any corresponding amount due to the payer will be assessed after deducting lawful charges, currency conversion losses and documented costs connected with obtaining the refund.

6. Situations where no refund is normally due

Subject to applicable law and the signed agreement, no refund is normally due where a loss, refusal, delay, cancellation or withdrawal results from:

- False, incomplete, misleading, forged, altered or concealed information or documents.
- Failure to disclose immigration, medical, criminal, employment, education or travel history.
- Missed appointments, interviews, biometrics, deadlines or document requests.
- Failure to cooperate, provide documents, respond to communications or follow lawful instructions.
- A change of mind, change in personal circumstances or voluntary withdrawal after work has started.
- Medical or criminal inadmissibility, background checks or security concerns.
- An employer, recruiter, institution, embassy or government changing, suspending or cancelling a process.
- Changes in law, policy, quotas, labour-market conditions, appointment systems or government requirements.
- Violation of law, contract terms, embassy rules or third-party requirements by the client or agency partner.

7. Visa refusal, appointment failure and processing delays

Visa refusal, appointment failure or processing delay is not proof that Friendship Immigration failed to provide the agreed service. Refund eligibility will be determined by the work performed, the applicable milestone, the cause of the outcome, the signed agreement and applicable law.

Where a service specifically includes a written conditional-refund promise, that promise applies only according to its stated conditions, exclusions, evidence requirements and time limits.

8. If Friendship Immigration stops the service

If Friendship Immigration permanently stops an agreed service without fault by the client or agency partner, it will provide a written account of work completed and assess a refund of any unearned professional fee after deducting completed work, earned milestones and authorized non-recoverable costs.

Where appropriate and agreed in writing, Friendship Immigration may instead transfer the file, provide the completed work product, offer a replacement service or apply a credit.

9. Agency partners

Each candidate or client matter introduced by an agency partner is assessed separately. The agency partner must not promise a guaranteed outcome or a refund beyond the written terms authorized by Friendship Immigration.

A dispute between an agency partner and its own customer does not automatically create a refund obligation for Friendship Immigration. Refund entitlement depends on amounts actually received by Friendship Immigration, work performed, candidate-specific milestones, third-party costs and the agency agreement.

An agency partner requesting a refund must identify the candidate, invoice, payment reference, service, reason and supporting documents. Any commission, discount, credit or set-off will be dealt with under the written agency agreement.

10. How to request a cancellation or refund

Send a written request to friendshipimmigration@gmail.com containing:

- Client/candidate name and contact details.
- Agreement number, invoice number and payment date.
- Service and country/program involved.
- Reason for cancellation or refund request.

- Payment receipt and relevant supporting documents.
- Bank details in the payer's name, if requested through a secure channel.

Friendship Immigration may request additional information. Incomplete requests may remain pending until the required information is supplied. Oral discussions or social-media messages do not amend the written agreement unless confirmed in writing by an authorized representative.

11. Assessment and payment

Friendship Immigration aims to acknowledge a complete request within 7 business days and to communicate its assessment within 30 business days. Complex matters, third-party confirmations or missing records may require more time.

An approved refund will normally be returned to the original payer and, where practicable, through the original payment method. Bank charges, payment-gateway charges, currency conversion differences and lawful deductions may apply. Processing time after approval depends on the bank or payment provider.

12. Chargebacks and payment disputes

Before initiating a chargeback, the payer should contact Friendship Immigration and provide a reasonable opportunity to review the matter. Fraudulent, duplicate or misleading chargebacks may be disputed using the agreement, invoices, communications and evidence of work performed. This clause does not prevent a payer from using lawful remedies.

13. Relationship with signed agreements and law

The signed client or agency agreement controls the specific scope, price, milestones and refund terms for a particular service. If this website policy conflicts with a signed agreement, the signed agreement will apply to the extent permitted by law. Mandatory consumer and statutory rights remain unaffected.

14. Policy updates

Friendship Immigration may update this policy for future transactions. The version accepted or provided when the relevant service was purchased will ordinarily govern that transaction unless the parties agree otherwise or a legal change requires a different result.

15. Contact

Friendship Immigration

VPO Nanaksar Kaleran, Jagraon, District Ludhiana, Punjab – 142036, India

Email: friendshipimmigration@gmail.com

Phone: +91 77195 36180

Website: <https://friendship-immigration.com>

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