

**Client Name:** Mahesh Narain Das

**Address:** House no 27 khaliq uz zaman road karachi

**CNIC#:** [4200027785411](#)

**Product:** Tourist Visa

**Consultancy Fee:** 150000/- PKR

Terms & Conditions of Business

You accept the terms and conditions by signing at the end of the agreement

## **ACCREDITATION**

Thank you for choosing Global Migrate PVT Ltd as your partner for immigration. Our company is regulated by the Office of the Immigration Services Commissioner (OISC) in the UK to provide immigration advice. We also hire MARA accredited Australian caseworkers and ICCRC Canadian caseworkers

As we specialize in Global immigration we cater for various countries for citizenship programs. These countries include but are not limited to; Austria, Finland, Greece, Hungary, Lithuania, Latvia, Malta, Poland to name a few. We have legal partners working in all the countries mentioned who are in a binding contract with us to solely represent us in their country. As we are an international firm, our contract is accepted and binding internationally. Your agreement is directly with Global-Migrate who are responsible for your entire case, including payments and refunds.

## **SERVICE COMMITMENT**

We agree to keep you regularly informed of progress and to communicate in plain language. Regular updates on your case are provided mostly by email unless mandatory to speak over the phone. We will explain the legal work that may be required and we will advise you of the costs/risk or benefit of pursuing an application. We will advise you of the likely timescale involved, however, as we are not the decision makers the exact time taken in reaching a decision on your application is in the government authorities control and we shall not be held responsible for any delays.

We are committed to providing high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact the person who is responsible for dealing with your case. If matters cannot be resolved with them and you wish to take the matter further, please write to [pakistan@global-migrate.com](mailto:pakistan@global-migrate.com). We are unable to deal with any complaints over the phone and no response can be given unless the correct procedure is followed.

In accordance with the consumer right law in the Pakistan;

The consumer shall not be entitled to a refund in the following cases;

1) Changing their mind about the services after the consultation with a case manager has been completed; this could include just one phone call. This phone call will give a client all the information required to submit the application themselves.

2) The service was available elsewhere at a lower price.

We can only continue acting for you if you pay our bills and provide money on account when requested. We must reserve the right to stop acting for clients if these conditions are not met.

Therefore you will be provided with a payment plan. You must keep your account and payment up to date as per the plan. Even if you have not provided all your documents, the payment must still be paid as per the plan as the delay in this situation is because of you, the client. Any delayed payment could result in your case being blocked or closed

We reserve the right to retain any moneys held by us on your behalf and to use such moneys to pay any unpaid bills owed by you to this firm.

## **OUR FEE**

Please note that our fee does not include any third party fee or government fee that you have to pay directly to the embassy/government authority/third party.

In order for us to accept a payment plan on your application you must pay the initial deposit as a financial commitment. By doing so you agree to pay the balance in equal installments on the 30th day of each month till cleared. If you fail to keep up with the payment plan, unless approved by our management team in writing, we reserve the right to close your file and you will not be eligible for a refund.

We accept payment by bank transfer, cheque. Please speak to your consultant to get information on the bank details. You also have the option to pay via online payment link which is issued from our UAE branch.

We do not provide a refund for the services we provide. As providing you this service would involve spending time, effort and our expertise we cannot offer a refund. However, if our management believes we have provided incorrect information during our consultancy process, which led to your case being refused we will refund you any fee that is owed to you within 30 days from when you request this. If the case manager deems in the first call that your case does not have a high chance of success the deposit will be returned to you within 48 hours. All refund requests must be sent in writing to [pakistan@global-migrate.com](mailto:pakistan@global-migrate.com). We cannot accept refund requests over the telephone. We are only liable to refund the fees paid for our service and not any 3rd party fee.

Once you have discussed your case with a case worker our full fee is due regardless of whether you change your mind or are unable to provide the documents at a later stage when you initially agreed to provide them. Passing the IELTS test is your responsibility and failing that does not entitle you to a refund.

## **GUARANTEE**

We are a UK government regulated law firm therefore we work as per the accurate policies issued by the government. We are a service provider that helps you, the client with a strong preparation of your application. We are NOT the government therefore cannot guarantee an outcome. This decision is solely down to the immigration office at the embassy. What we do guarantee is that we will work on your application with full honesty and in accordance with the policies described by the government.

## **TERMINATION**

You may end your instructions to us in writing at any time to [pakistan@global-migrate.com](mailto:pakistan@global-migrate.com), but we can keep all your papers and documents while there is still money owed to us for fees and expenses.

We may decide to stop acting for you only with good reason, e.g. if you do not pay an interim bill or there is a conflict of interest. In the unlikely event of you deciding not to pursue any further after your consultation has been completed the full amount will be charged to you as we would have discussed your case in detail, shared the document check list with you - which is our intellectual property and given you advice on how to make a strong application to the authorities.

## **POLICIES**

As you are aware the immigration laws and policies are continually being updates or amended, therefore the advice we provide during our consultation process is only valid for 60 days. We will not take responsibility for an immigration law or policy change which may affect your case during this time and our fee would still be due. In such circumstances we will assess you another product and if you qualify there may an admin fee to switch your file over.

## **AGREEMENT**

You accept these conditions once you make a deposit payment to begin using our services. As we only provide you with support and help with your application we cannot pass a judgment on your case as that is the role of the Immigration Officer only but we can surely offer you our expertise and professional advice. Your continuing instructions in this matter will amount to your acceptance of these terms and conditions of business. Even so, we ask you to please sign and date the enclosed copy of these terms and return it to us immediately.

\*\*This is an important document please keep it in a safe place for future reference.

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Date: 07-05-2021