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## CLIENT SERVICE AGREEMENT

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### GLOBAL MIGRATE

We provide a series of free, no obligation online eligibility assessments containing the most current visa and Immigration legislation. Global-Migrate is not the Official Government Body or affiliated with it.



Authorised by the Office of the Immigration Services Commissioner. Authorisation number F201100270.

#### UNITED KINGDOM (Headquarters)

📍 / Skyline Village, Canary Wharf, London, E14 9JL  
☎ +442079934769  
✉ feedback@global-migrate.com

#### UNITED ARAB EMIRATES

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#### AUSTRALIA

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#### SOUTH AFRICA

📍 Nordic Park #2, 17 Boundary Road,  
Ground Floor Unit 8, Century City Cape Town  
☎ +27110839393  
✉ southafrica@global-migrate.com



## IMPORTANT: PLEASE NOTE:

**THIS IS A LEGALLY BINDING CONTRACT BETWEEN THE CLIENT AND GLOBAL MIGRATE ZA (PTY LTD)**

### CLIENT INFORMATION

Full Name; Edwige Tonga

Type of Application;

Thank you for instructing Global Migrate to facilitate your Canada study visa for above-named client. Our terms and conditions document are a description of our legal arrangement and business terms with you.

This document explains how Global-Migrate will act for you. Please **read them carefully**, and if there are any questions, please do not hesitate to contact us.

### YOUR INSTRUCTION

You wish to instruct Global Migrate to act on your behalf for a Study visa.

### THE ROLE WE PLAY

Once you become our client, we will make sure you receive the services and information required to proceed with your case. Once you discuss this with your case worker you can start preparing the documents and submit them to us.

Your case worker will discuss your case in complete detail with you to understand the history of it. This is to ensure that we process your application in a way that the chances of success are extremely high, although as we are not the government it's difficult for us to guarantee any type of a decision.

We shall do our best to respond promptly to letters or calls made to our office about your case but ask you to understand that at busy times an immediate reply is not always possible. If you need to see a member of staff, you should telephone first for an appointment as otherwise you may not be seen otherwise. We are only responsible for the time frame we have control over. Any change in the time frame of any 3rd party is beyond our control and hence we are not responsible, this includes the government or any external party we may use to assist us in your application.

### DISCLOSURE

You take full responsibility of providing us with any information about you (*whether you send this to us online or in another way*). All documents or information received by you is an acceptance that all the information or documents shared by you are completely accurate and legitimate

### LIMITATION OF LIABILITY

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The foregoing provisions are exclusive and are in lieu of all other warranties, written, oral, statutory express or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. The company shall not be liable under any circumstances, whether in contract or under any other legal theory, for any lost profits or revenues, loss of use, expense, damage, delay, costs or compensation (whether direct, special, incidental, indirect or consequential) which may be suffered or incurred by the CLIENT arising from or in any way connected the company seeking employment for the client. The client will be wholly responsible for its decisions and Global Migrate will have no responsibility or liability for any delays in the client getting an appointment for the submission of the work permit application, although the company will do its utmost to guide the client on how get the earliest appointment . In no event shall the company be liable under any claim made by the client to exceed the total amount of fees as stated in the schedule of fees under this RPA.

## PAYMENT SCHEDULE

Initial Deposit: ZAR 10 000.00 (Paid 06/07/2024) – Stage 1 payment plan second payment due the 28<sup>th</sup> of July 2024

## REFUND POLICY

Once your application has been initiated and a consultation has completed with any member of our legal team, documents have been discussed OR the application has been submitted to the authorities any payment made to the company automatically becomes non-refundable. The client must ensure they provide us with all documents within a reasonable time frame, usually 60-90 days. Any delays in submission of the documents may affect your eligibility for a refund. In an unlikely your application is rejected due to a negligence on behalf of the company you may be eligible for a refund once all avenues to amend the issue have been exhausted. If a refund is agreed upon at any stage it will exclude any 3rd party fee which may include any fee paid to our partners overseas to assist you in any part of the application OR the government fee. You will be provided with documentary evidence upon request. No refunds will be given if false information is provided by the applicant which leads to a refusal of a visa application or third-party process, fails to pass any language test or does not satisfy any 3rd party which may interview the applicant.

## CHANGES IN LAW

Immigration rules and regulations may change from time to time and any government fees or your eligibility is subject to be affected, therefore we urge all our clients to provide all documents within a reasonable time frame, usually 90 days.

Global Migrate cannot be held accountable for any changes in legislation which may affect your case or the outcome of your visa application. In the event of a change in regulation which may disqualify you from applying for the visa application you hired us for, we will unfortunately not be able to provide a refund. However we aim to exhaust all avenues before a final decision has been made.

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The time frames indicated to you by our team are guidelines based on previous application submitted by our team however we are unable to take responsibility in case the process takes longer than anticipated. In the event the process takes longer than expected by the 3rd party you will not be eligible for a refund.

## EXCLUSION

Any fee we charge you will not include any work carried out at your request outside the scope of the agreed work, and the costs will be revised in the event of any changes in circumstances or period of work.

Any such work will be discussed before commencement, and a fee for the work will be agreed.

## MAKING PAYMENT

Global-Migrate accept the following methods of payment.

**Cheque:** made payable to Global Migrate ZA (PTY) Ltd

### Bank transfer to Standard Bank

Title of Account:	Global Migrate ZA
ACCOUNT NUMBER:	072299444
Branch Code:	033012
Branch Code (electronic payments):	051001
SWIFT CODE:	SBZAZAJJ

## TERMS OF BUSINESS

When you instruct us, you are entering into a legal agreement, and it is important that you understand the terms of our working relationship as stipulated within this contract.

## OUR SERVICE

We are committed to providing high-quality legal advice and client care. If you are unhappy about any aspect of the service you receive or about the bill, please contact on [Liam@global-migrate.com](mailto:Liam@global-migrate.com)

We have a written procedure that sets out how we handle complaints. It is available at on request.

## CONSENT TO PROCEED

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Please note that if you either delay or forget to email us and you continue to communicate with us in connection with the matter, any communications with this office following receipt of our terms of business will be taken as consent to the above and you will be liable for the associated costs.

## ACCEPTING THE AGREEMENT

In line with international contract law, you will have accepted this agreement once you pay your deposit and act in line with the conditions in it. This agreement is legally binding in the country you live.

Name: \_\_\_\_\_

Date Signed: \_\_\_\_\_

Signature: \_\_\_\_\_

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