

CLIENT AND SERVICE PROVIDER AGREEMENT

No Cancellation and No-Refund Policy

This Client and Service Provider Agreement ("Agreement") is entered into between:

Service Provider: _____

Business Name: _____

and

Client Name: _____

Service/Package Purchased: _____

Amount Paid: \$ _____

Date of Payment: _____

The Service Provider and Client agree to the following terms and conditions:

1. Agreement to Purchase Services

The Client confirms that they have voluntarily selected and purchased the service or package stated above. By making payment, the Client acknowledges that they understand the nature and scope of the services being provided.

2. No Cancellation After Payment

Once the Service Provider receives payment, the Client cannot cancel the service.

The Client understands that payment confirms their decision to proceed with the purchased service and allows the Service Provider to reserve time, prepare materials, perform administrative work, and/or begin providing the agreed-upon services.

3. No-Refund Policy

All payments are final and non-refundable, except where applicable law requires a refund.

Once payment has been made, the Client will not be entitled to a refund simply because they change their mind, decide not to continue, no longer need the service, fail to provide requested information or documents, or voluntarily discontinue the service.

4. Client's Decision Not to Continue

If the Client chooses to stop or discontinue the service after payment, the Client understands and agrees that the amount already paid will be forfeited and will not be refunded.

The Client may either:

1. Continue with the purchased service according to the agreed scope and terms; or
2. Discontinue the service and forfeit the amount already paid.

Discontinuing the service does not obligate the Service Provider to issue a refund, credit, or transfer the payment to another person or service unless the Service Provider agrees otherwise in writing.

5. Client Responsibility

The Client is responsible for providing accurate information, required documents, responses, approvals, or other materials reasonably necessary for the Service Provider to perform the purchased service.

A Client's failure or refusal to provide the necessary information or documents does not constitute cancellation by the Service Provider and does not entitle the Client to a refund.

6. Scope of Service

The Service Provider agrees to provide the services included in the package the Client purchased. Any additional work or services outside the original scope may require a separate agreement and additional fees.

7. No Guarantee of Third-Party Decisions

If the service involves applications, filings, immigration-related document preparation, appointments, government agencies, or other third parties, the Client understands that the Service Provider cannot guarantee approval, acceptance, processing times, appointment availability, or the outcome of any application or proceeding.

A denial, rejection, delay, request for additional information, or unfavorable decision by a government agency or other third party does not automatically entitle the Client to a refund.

8. Acknowledgment and Acceptance

By signing below, the Client confirms that:

- The Client has read and understood this Agreement.
- The Client has had the opportunity to ask questions before making payment or signing.
- The Client understands that payments are final and non-refundable, subject to applicable law.
- The Client understands that cancellations are not permitted once payment has been made.
- If the Client voluntarily chooses not to continue with the purchased service, the Client understands that the amount paid will be forfeited.
- The Client voluntarily accepts these terms and agrees to be bound by this Agreement.

SIGNATURES

CLIENT

Full Name: _____

Signature: _____

Date: _____

SERVICE PROVIDER

Full Name/Authorized Representative: **Crisanta M. Kathrein**

Signature: _____

Date: _____