

## **Terms and Conditions**

By using our website, you are automatically agreeing to the Terms and Conditions as defined below. Please read the following carefully before continuing to use our website.

### **1) Legal Definitions**

For clarity, the following phrases and words are defined as shown below when used in the context of our Terms and Conditions:

- Any reference to "us", "our", "we" or "company" refers to our company and its subsidiaries
- The terms "you", "your", "yourself" and "user" refer to any individual user visiting this website
- "This site", "site", and "website" refer to [www.usaesta.com](http://www.usaesta.com)
- The phrases "service" or "services" refer to the ESTA or E-Visa application processing services we provide
- "Your information", "user information", "personal information" and u represent, that you provide to us for the express purpose of using our services
- The phrase "working day" means a day during the week when banks are open for regular business
- "Terms" refers to this site's Terms and Conditions

### **2) What We Offer**

We offer to process and review electronic travel authorization applications for travel to the USA. Please note that our company and website

with any government department, agency or bureau. During your online t the travel authorization you are applying for. When you click on the th our company.

tions directly on the official government portal without our assistance. The application cost for a US travel authorization is currently USD \$ 14.00 charged directly by the US government. We will though not be able to assist with applications that we have not reviewed and processed.

### **3) Payment for our Products and Services**

ask questions. However, we do charge for verifying, processing and/or reviewing applications. Before you start an ESTA application we will clearly tell you what the cost of our service will be. All individual USA ESTA applications

the  
fee charged by our company.

Payment can only be made by credit card; all major brands are accepted. The cost of the service or product will be charged in U.S. dollars (\$).

If you use a credit card in a currency other than U.S. dollars, your credit card provider will convert the price in U.S. dollar into your local currency using their own exchange rate. The charge will show on your statement se  
charges levied by your credit card provider. We have no influence over such additional fees.

#### **4) About Refunds**

##### **a) Your right to withdraw**

You can request a refund if you do not find either our product or the service we provide to be satisfactory. Under the terms of our refund policy, you are able to withdraw from your contract whenever you want. In order to exercise [this right](#), you must email our customer service team at , formally informing us in writing that you have the intention of [withdrawing](#) from the contract.

##### **b) The result of withdrawal**

for all payments made. Your payments will be reimbursed using the same mode of payment by which you first made a payment.

All transactions are conducted in United States dollars. Your refund will be issued in US dollars and posted within two working days of your written request for withdrawal from your contract. Once you have received the payment, your bank or credit card company may convert it to your local currency. You will receive the same USD \$ amount as charged in return.

he  
by  
money order, cheque or cash. There is no charge to request a cancellation request.

##### **c) Withdrawal information**

When sending your written request for withdrawal from the contract by email to , you must include the following details:

- The reason you are requesting the refund
- Your order number (contained in the email message you received confirming your order)
- The last four digits of the credit or debit card you used to pay for your order
- Your name, as it originally appeared in the billing information provided

## **d) Addendum**

We are a private company, and have no affiliation or connection with any government. If your electronic travel authorisation (E-Visa) is declined when we apply for it on your behalf, we are liable for the financial responsibility. Exclusive and final discretion to grant or refuse admission to your country of destination lies with the customs officer at your port of entry.

Should you have any questions or concerns regarding our Refund Policy, please email us at:

## **5) ESTA Application Processing**

It is your sole responsibility to find out whether a visa is required for you to and personal history, you may be eligible to apply for an ESTA (Electronic System for Travel Authorization) when traveling to the USA. To obtain an ESTA you must provide certain details about yourself, your passport and your reason for visiting the country.

ions

you will need to answer in order to submit an application for ESTA. Part of your information, before we process and submit the application on your behalf. If our application, we will contact you by email. Please note that any verification of information will delay the processing period.

processing, we will inform you and refund your payment in full.

n

The addresses edited on the Travel Authorization (ESTA) may be shown under CONTACT INFORMATION, TRAVEL INFORMATION and EMPLOYMENT INFORMATION.

To receive a response to your ESTA application can take up to 72 hours. However, we advise all travelers to begin the ESTA application process as allow time for any unforeseen delays or problems.

## **6) What Happens if your E-visa or ESTA Application is Denied**

mit

another application using a different service provider. Alternatively, you can yourself. The final decision to approve or reject any ESTA or E-visa enied, we recommend that you get in touch with the embassy or consulate

he  
a  
regular E-visa, so time should be allowed for this possible delay.

In exceptional circumstances, a government may choose to withdraw approval for an Electronic Travel Authorization (E-visa or ESTA) even after it the status from 'Approved' to 'Not authorized to visit with an E-visa'. Even if does not guarantee entry into the country you are intending to visit. The final decision lies with the Customs and Immigration Officer when you arrive at the port of entry. We cannot take any responsibility for any losses incurred if a decision is made to decline or withdraw approval for you to enter a country. We cannot be held liable for any costs or claims resulting from such a decision.

## **7) Your Responsibilities**

ments  
regarding their visit to a foreign country. You are required to answer all questions honestly and fully when making your ESTA or E-visa application. If any information is incorrect, you may not be allowed to board a flight or boat, or you may be refused entry to your intended destination country. In or inconveniences.

## **8) Our Contract**

All orders made on our website consist of three mandatory pages with questions and payment information that must be completed by all customers. These actions can only be made by the customer who submits the order him/herself. We accept the offer to process the travel authorization once the complete application and payment are submitted. The order is accepted by us once we dispatch the email with the approved travel authorization. Purchasing our processing service indicates that the Terms r the language selected when completing the order. You have the option to withdraw from this contract by formally informing us in writing BY SUBMITTING THIS [WITHDRAWAL FORM](#) after payment is made.

## **9) Website Ownership and Accuracy**

As a responsible company, we do everything possible to ensure that the information provided on our website is accurate and up-to-date. However, it ted r financial losses that may be incurred as a result. This includes both our company and/or usaesta.com, whether the problems are material or s or other reasons.

and  
on our first-hand knowledge of ESTA and E-visas. The website content,  
products and materials are all provided on an 'as-is' basis and offers no  
warranty or guarantee of any kind, whether express or implied. We refute  
any and all warranties to the greatest extent permitted by existing law. This  
purpose  
ts  
y our  
site are free of interruptions or errors. We cannot guarantee repair of any  
,  
viruses or malware. Our company cannot make any representations or  
accuracy, reliability, adequacy, timeliness, correctness, usefulness or any  
not  
be  
applicable to you.

or  
personal and non-commercial purposes. Users are permitted to download  
content and store it on their personal computer, provided their use does not  
on is  
s a  
translation.

site,  
are  
ty  
site, we advise that you read their privacy policy, terms and conditions as we  
are not responsible for any resulting problems. When we offer links to third-  
party sites, we take every precaution to ensure that those sites do not  
violate any laws. However, it is not possible or reasonable to expect that we  
can make an ongoing review of such sites. We choose only to link to websites  
where we have not detected any legal violations. If we do notice any  
ion  
for the safety of our own users.

## **10) Copyright Information**

tional

choose to do business with. Anyone found violating those copyright laws  
m.  
nd  
files within, including graphics, text, media files, forms, documents, stored  
data, page elements and associated software. These are all protected by  
ll  
times.

You may not, except with our express written permission, distribute or  
any  
other website or other form of electronic retrieval system.

## **11) Terms of Site Access**

We grant you, the user, access on a limited basis provided the following limitations are respected:

- The site and its content are used for personal use only, along with any automatic caching by your browser
- None of the site or its content are used for commercial purposes
- The site is not modified without explicit permission in writing to make such changes
- None of the logos, graphics or text contained on this website are used without written permission from the company
- No framing, embedding or other techniques are placed on the site, its elements or pages
- No meta tags or hidden text are permitted using our trademark or name in any other website or page without written permission from the company
- External links to our home page are permitted provided the link in no way represents the company or site and is not deemed to be derogatory or offensive
- No site content is copied, either by hand or through automatic means (including robots or data mining), and made available to other organizations, businesses or commercial operations
- Any permissions or restrictions in the above apply to all content and elements of this site and may be revoked at will

## **12) Contacting Us**

Users are invited to contact us by email. Do not send any documents or ur

We reserve the right to communicate officially with users solely by email or us  
by email it may affect the service we are able to provide to you, and we may be forced to cancel your application. We cannot be held responsible for any  
with us.

## **13) Feedback and Complaint Policy**

We encourage all customers to provide feedback in order to resolve any matters and improve our services. Please email us at and write "Feedback" or "Complaint" in the subject field for immediate attention and resolution. We will prioritize your comment thoroughly and respond within 2 days.

## **14) Terms and Conditions - Future Changes**

It is the user's sole responsibility to read and review all our Terms and Conditions. We reserve the right to change such Terms and Conditions without prior notice, for any reason. This may be due to changes in the law, de.

## **15) Complaint Handling Policy**

The purpose of our Complaint Handling Policy is to address any  
to  
ay  
be submitted in writing or orally.

does not require a follow up response. We do appreciate feedback, positive or negative, to improve our services. However, this Complaint Handling Policy is only related to feedback which require a response. There is no cost to submit a complaint.

All complaints will be addressed the same day and followed up with accordingly. The complainant will be informed of the progress accordingly in a courteous manner. Our goal is resolve the issue and come to a solution hand within a reasonable timeframe, we will seek an alternative dispute resolution to negotiate and mediate the issue.

When making a complaint, please include as many details as possible in order for us to understand your problem and situation. Any supportive documentation may be included for reference. If you are not sure how to iefly the issue. We will do our best to resolve the issue.

Please email us at: and write "COMPLAINT HANDLING POLICY" in the subject field for immediate attention.

## **16) Termination of Service**

We reserve the right to terminate our service with you for any reason at any time. This includes applications for ESTA and E-visas. If we discontinue or cess to llation of your personal online registration.

## **17) Legal Jurisdiction**

ject to the courts of Cyprus. We also reserve the right to take legal action against plied will be that of Cyprus.

## **18) Terms Related To Phone Communication**

By providing us with one or more phone numbers during the application e

be in form of text messages, customer service calls, prerecorded and/or artificial voice message calls. Calls and messages may incur additional fees by your cellular provider. We will never sell or use your phone number(s) for

any other purposes. The phone number(s) you provide is solely used to support the Travel Authorization processing request and deleted permanently once no longer needed.

*Page last reviewed: 16 March 2018*

*Next review due: 16 June 2018*