



U.S. PASSPORT ASSISTANCE

SECURE APPLICATION SYSTEM

REFUND POLICY

Effective Date: March 2026

This Refund Policy (the "Policy") explains when Passport Rush LLC, doing business as PassportVisaRush.com (the "Company"), will issue a refund for document preparation and related administrative services purchased through the Company's website. By placing an order, submitting payment, or using the Company's services, the customer agrees to the terms of this Policy.

1. POLICY OVERVIEW

1.1 The Company is a private document preparation service and not a government agency. Company fees cover administrative and documentation services only and do not include government filing or acceptance fees unless expressly stated otherwise.

1.2 The Company offers a forty-eight (48) hour refund window from the original purchase time, subject to the terms below.

1.3 No partial refunds are offered under this Policy. If a refund is approved, it will be issued as a full refund of the Company fee paid for the affected order, unless the charge at issue was a duplicate transaction.

2. REFUNDS WITHIN 48 HOURS OF PURCHASE

2.1 A customer may request a full refund within forty-eight (48) hours of the original purchase time if the customer wishes to cancel the order or is dissatisfied with the Company's service.

2.2 A request submitted within that forty-eight (48) hour period may still be considered even if documents were already delivered, provided the request otherwise satisfies this Policy.

2.3 Requests submitted after forty-eight (48) hours from purchase are not eligible for a refund unless they fall within Sections 3 or 5 below.

3. REFUNDS FOR SPECIFIC VERIFIED ISSUES

3.1 The Company will review refund requests for the following verified issues even if more than forty-eight (48) hours have passed since purchase:

(a) **Duplicate Charge:** the customer was charged more than once for the same order due to a billing or system error;

(b) **Verified Unauthorized Transaction:** the payment is confirmed by the payment processor or financial institution as unauthorized or fraudulent; or

(c) **Verified Technical Failure or Non-Delivery:** a technical issue attributable to the Company prevented delivery of the purchased service.

3.2 Approved refunds under this section will be issued as full refunds of the Company fee associated with the affected order or charge.

3.3 The Company may request reasonable supporting information before approving a refund under this section.

4. NON-REFUNDABLE CIRCUMSTANCES

4.1 Government fees are non-refundable by the Company because they are charged and retained by the applicable government entity.

4.2 The Company will not issue refunds for issues caused by inaccurate, incomplete, or false information provided by the customer.

4.3 The Company will not issue refunds for delays, denials, rejections, or other outcomes determined by government agencies or acceptance facilities when those outcomes are unrelated to an error attributable to the Company's preparation service.

4.4 Except as provided in Sections 3 and 5, requests submitted after forty-eight (48) hours from purchase are not refundable.

4.5 Except as provided in this Policy, an order is non-refundable after completed delivery once the forty-eight (48) hour purchase window has expired.

5. CONTESTED ISSUES AFTER 48 HOURS

5.1 If more than forty-eight (48) hours have passed and the customer believes documents were not accepted by a passport acceptance facility because of an issue attributable to the Company's preparation service, the customer may submit the matter to the Company for case-by-case review.

5.2 A request under this section should include the customer's name, order details, the reason the documents were not accepted, and any supporting information available.

5.3 Review under this section does not guarantee a refund. The Company will evaluate the circumstances and may, at its discretion, issue a refund if the issue is substantiated and attributable to the Company's service.

6. HOW TO REQUEST A REFUND OR REVIEW

6.1 Refund requests and case review requests must be submitted in writing to the Company at support@passportvisarush.com.

6.2 The request should include the customer's full name, transaction date, payment confirmation number, a short explanation of the request, and any supporting documentation the customer wishes the Company to review.

6.3 The Company will review a properly submitted request within five (5) business days. If approved, the refund will be issued to the original payment method. Posting times may vary by financial institution and may take up to ten (10) additional business days.

7. PAYMENT DISPUTES

7.1 The Company asks customers to contact the Company directly before initiating a chargeback or payment dispute so the issue can be reviewed promptly.

7.2 If a chargeback or payment dispute is filed, the Company may provide transaction records, delivery records, and related service documentation to the payment processor or financial institution handling the dispute.

8. GOVERNING LAW AND JURISDICTION

8.1 This Policy shall be governed by and construed in accordance with the laws of the State of Delaware, United States of America.

8.2 Any dispute arising from or relating to this Policy shall be resolved exclusively in the courts of the State of Delaware.

9. CONTACT INFORMATION

All refund inquiries, written communications, or legal notices relating to this Policy shall be directed to:

Passport Rush LLC

dba PassportVisaRush.com

State of Delaware, United States of America

Email: support@passportvisarush.com