

## Refund Policy for Rush Passport, Inc.

This Policy applies to all clients for the processing of U.S. Passports submitted by you, someone in your behalf or parents submitting on behalf of their child or children. **RushPassport, Inc. DOES NOT SELL U.S. PASSPORTS, NOR GUARANTEES THE ISSUANCE OF A US PASSPORT.**

I acknowledge that upon adjudicating my passport application and completing any required background & security checks, if anything negative shows up I may be denied for a US Passport, or my application may be at a standstill ("SUSPENDED") temporarily requiring additional items such as supplemental ID's, documentation, explanations or possibly a personal appearance at the U.S Passport Agency. \_\_\_\_\_ (Initial)

**Keep in mind most common reasons: Child Support in arrears (Ex: MUST be up to date with payment, not paying back any old balance), warrant for your arrest, felony, stolen identity, same name as parent, delayed birth registration etc.**

Please note your service fee paid is for the availability of submitting your application for expediting to the State Dept.

**Rush Passport, Inc. will absolutely NOT REFUND any service fees for any Applications Already submitted for processing to the U.S. Dept. of State (US Passport Agencies)**

Cancellation of your passport order must be done before 2:30 pm on the day the application is received in our office to qualify for a partial refund as detailed in this policy. After 2:30pm, cancellation of expediting services will allow for paperwork and/or documents to be returned to the applicant ONLY. **ABSOLUTELY NO REFUND of service fees** after 2:30pm deadline. Any transactions done on a Saturday are final, **absolutely no refunds**. Any Applicant who submitted an application for Passport Expediting and chooses to cancel, before 2:30, and request a refund must do so in written form via e-mail ([info@rushpassport.com](mailto:info@rushpassport.com) SUBJECT: REFUND) or in person at our office (225 W 35<sup>th</sup> Street, Suite#801 New York, NY 10001). The refund is granted to the person who provided payment ONLY and the refunded amount will reflect the total amount paid for expediting **less \$100 USD and any applicable fee (i.e.: passport photos, check writing fees, in-house application fees)** Any refund will be issued ONLY in a company check regardless which form of payment we received. At that point the refund check and documents will be returned in-person ONLY to the applicant; forms will be shredded in applicant's presence. Rush Passport, Inc is a private service based Agency. Cancellation of a transaction on the applicant's credit card will only be done on the day of the sale between the hours of 8am-5pm, prior to the terminal being "batched out" less \$100.00. Any services paid for by credit card (not on the sale date) will be refunded less \$100.00 by company check; **ABSOLUTELY NO EXCEPTIONS.**

**SAMEDAY SERVICES**, refile cases, or any special cases are **NOT REFUNDED AT ALL**. Once you come in to apply for one of these services the 2:30pm deadline does **NOT APPLY**.

Any person who **RESERVES** a "slot" for themselves or for a third party for expediting a US Passport using the services of Rush Passport, Inc., is not eligible for a refund once the service fee has been paid. If the client chooses to cancel and chooses to not process their application using our expediting services, Rush Passport, Inc. will return all documents submitted. Request for cancellation must be in writing.

### PLEASE ASK US ANY QUESTIONS BEFORE SIGNING THIS POLICY

I \_\_\_\_\_ have read the above and agree to

These terms on behalf of (self, child, spouse) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

If you have any questions regarding this policy please contact our office at:  
212-643-9305 or [info@rushpassport.com](mailto:info@rushpassport.com)