

Refund Policy

This Refund Policy applies only to fees collected by TLScontact for our services (“Service Fees”) and does not apply to the visa fees collected by TLScontact on behalf of the Consulate of France (“Consular Fees”).

It is important that you read this Refund Policy carefully. You should acknowledge the terms of this Refund Policy prior to purchasing any services.

1. Consular Fees

As a general rule, Consular Fees are not refundable nor transferable fees.

In case you have paid the incorrect Consular Fee, then you will be provided the ability to cancel and seek refund of the wrong fee paid and pay the correct fee.

The processing times for Consular applications are estimates only. As the processing of your application is subject to the procedures and timescales of the Consulate, over which we have no control, and hence is not a criteria for refund.

2. Service Fees

Service Fees mean the fees paid for TLScontact services ordered by you in accordance with our Terms and Conditions of Service.

As a general rule, Service Fees are nonrefundable nor transferable even if you eventually decide not to submit or to withdraw your application due to any reasons not specifically listed thereafter.

Service Fees refund will only be considered where you fully satisfy the conditions of eligibility detailed at section 6 of this Refund Policy (the “Refund Eligibility Criteria”). Any failure to meet any of the Refund Eligibility Criteria shall give the right to TLScontact, in our sole discretion, to decline your request for a refund.

TLScontact will approve or reject the refund request after verification of the Refund Eligibility Criteria. We shall notify you of the outcome of the request in accordance with this Refund Policy as soon as reasonably practicable.

Any transaction charges or loss due to exchange rate fluctuation which arise upon processing a refund of Service Fees shall be borne solely by you. Transaction charges will be deducted from the final amount to be refunded. Loss due to bank charges and difference in exchange rate will be borne by you and TLScontact is not liable to pay any interest on this amount.

Service Fees for the following services: “Apply Anywhere Service”, “Prime Time Appointment”, “Bio mobile on demand” and any other Added Value Service that generates costs or expenses for TLScontact are not refundable. Fees will be used to cover the costs incurred by us in preparation of

the performance of such service (e.g. booking flight tickets, car rental fees, etc.) up to the date of receipt by TLScontact of your notification of cancellation UNLESS you provide us with at least seventy-two (72) hours' notice of your intention to cancel your appointment (excluding Saturday, Sunday and public holidays). In such case, we shall only retain the non-refundable processing charges or administrative fees.

3. Cancellation and Refund Eligibility

In the event that you need to cancel your appointment, we require a minimum of at least seventy-two (72) hours (excluding Saturday, Sunday and public holidays in the jurisdiction of the relevant Visa Application Center as published on our website prior written notice to your scheduled appointment.

If you provide us with at least seventy-two (72) hours' notice of your intention to cancel your appointment (excluding Saturday, Sunday and public holidays), you will be eligible for the refund of the Service Fee paid, excluding the non-refundable processing charges or administrative fees.

Service Fees are non-refundable and non-transferable fees under the following circumstances, which include but not limited to:

- notice of cancellation is received by TLScontact less than seventy-two (72) hours (excluding Saturday, Sunday and public holidays) prior to the scheduled appointment;
- the Applicant fails to attend the appointment or arrives 15 minutes or later for the appointment; notwithstanding anything to the contrary, in case the applicant fails to attend its appointment or arrives 15 minutes or more for the appointment, the Applicant will be entitled to request a refund of the additional service fee paid for any Added Value Service purchased online, to the exception of the Additional Services Apply Anywhere, Prime Time Weekend and Prime Time Appointment, which remain non-refundable;
- TLScontact Service is completed, which includes that the application cannot be accepted by TLScontact on the appointment date due to incompleteness and/or incorrectness; or
- The application has already been transferred to the Consulate of France.

Upon receipt of the cancellation notice within the above-mentioned period, TLScontact shall be given the right to rely on the representation of cancellation and proceed with its business assuming the appointment has been cancelled.

TLScontact may consider force majeure or other unforeseen circumstances beyond its control in determining refund eligibility. In such cases, TLScontact shall have absolute discretion, within the limits of applicable laws, whether to grant a refund. Furthermore, TLScontact's previous grant of refunds shall not be considered as a precedent for the grant of refunds in similar cases.

TLScontact shall not refund any payments of Service Fees made to TLScontact by Applicants on grounds that the Consulate of France refuses to grant a visa, or that the process of granting visa has been delayed, or on grounds that Applicant decides to withdraw the ongoing visa application once the procedure is underway and the Services are provided.

If TLScontact has, however, committed an act of gross negligence or of willful misconduct in relation to a visa application submitted, resulting in the visa not being granted or in loss of Applicant's passport with valid visas, then TLScontact will refund to the Applicant the amount of the Service Fee only and the amount of the fees charged by the Applicant's home country for the replacement of the lost or damaged passport or other document through their normal replacement procedure.

4. Cancellation Procedure

If you intend to request the cancellation of your appointment and apply for a refund, you must either

- send the form duly completed by registered post to TLScontact at the relevant Visa Application Center **OR**
- please visit the "Contact Us" page to request a cancellation at least seventy-two (72) hours prior to the scheduled appointment (excluding Saturday, Sunday, and public holidays).

- Washington: <https://visas-fr.tlscontact.com/country/us/vac/usWAS2fr/contact>
- New York: <https://visas-fr.tlscontact.com/country/us/vac/usNYC2fr/contact>
- Los Angeles: <https://visas-fr.tlscontact.com/country/us/vac/usLAX2fr/contact>
- San Francisco: <https://visas-fr.tlscontact.com/country/us/vac/usSFO2fr/contact>
- Chicago: <https://visas-fr.tlscontact.com/country/us/vac/usCHI2fr/contact>
- Boston: <https://visas-fr.tlscontact.com/country/us/vac/usBOS2fr/contact>
- Houston: <https://visas-fr.tlscontact.com/country/us/vac/usHOU2fr/contact>
- Miami: <https://visas-fr.tlscontact.com/country/us/vac/usMIA2fr/contact>
- Atlanta: <https://visas-fr.tlscontact.com/country/us/vac/usATL2fr/contact>
- Seattle: <https://visas-fr.tlscontact.com/country/us/vac/usSEA2fr/contact>
- Kingston: <https://visas-fr.tlscontact.com/country/jm/vac/jmKIN2fr/contact>

Any request notice of cancellation received by TLScontact less than seventy-two (72) hours (excluding Saturday, Sunday and public holidays) prior to the scheduled appointment is not entitled to a refund.

Such email must provide and state the following:

- express intention of the Applicant to cancel the appointment;
- Order date;
- Order number (the Application Reference Number);
- Customer name and passport number;
- Service name;
- Proof of payment.

If any of the foregoing is not provided, the request for cancellation and refund shall not be accepted and no fees shall be refunded.

5. Refund Processing Time and Method

Refunds for eligible cancellations will be processed within thirty (30) days from the date of cancellation request approval (such approval to be notified by TLScontact by email to the Applicant). We reserve the right to process the refund in the same currency and manner used for the payment of the Service Fees or in any other currency and manner determined at the sole discretion of TLScontact.

Please be advised that any refund requests will be processed immediately on our side, however, the processing time may vary depending on your bank's policy.

We will only consider refunding the Service Fees if you meet all the refund eligibility criteria described in this **Refund Policy**. We reserve the right to decline your refund request at our sole discretion if you fail to meet any of these criteria.

You will be responsible for any transaction, expenses or charges incurred during the processing of the Service Fees refund. No interest shall be paid by TLScontact on the refunded amount.

