

B.E.S.I

PandaVisa.com

Document Processing Terms & Conditions

Commission of service requires that you read, understand and agree to the terms and conditions of our Document Processing Services which applies to PandaVisa.com and all its affiliated sites.



Terms & Conditions of Service

Last Updated: 2011-03-31

These terms of service apply to PandaVisa.com and all affiliated websites for the purpose of document processing, visa and authentication services. It should be understood that a .pdf document of these terms is made available for customer download convenience and portability; the HTML version of these [terms and conditions](#) will always represent the most current version and should be consulted for any changes.

DISCLAIMER

THE ACCEPTANCE OF YOUR DOCUMENTS IS AT THE SOLE DISCRETION OF THE CONSULATE STAFF WHOS DECISION IS FINAL. BESI LLC / PANDAVISA.COM IS A DOCUMENT SERVICE PROVIDER WHO PHYSICALLY TAKES YOUR DOCUMENTS TO THE CONSULATE FOR PROCESSING. WE ARE AUTHORIZED BY THE CONSULATE TO PROCESS VISAS FOR ALL 50 STATES. THERE IS AN EXTENSIVE AMOUNT OF INFORMATION RELATING TO YOUR APPLICATION REQUIREMENTS AND CIRCUMSTANCES AVAILABLE ON OUR WEBSITES. THIS INFORMATION IS UPDATED FREQUENTLY. WE ARE AVAILABLE FOR PHONE CONSULATION PRIOR TO THE COMMISSION AND EXECUTION OF OUR SERVICES. YOU UNDERSTAND AND AGREE THAT ALTHOUGH REASONABLE ATTEMPTS ARE MADE KEEP THIS INFORMATION UP TO DATE, CONSULATES MAY CHANGE THEIR REGULATIONS & REQUIREMENTS AT ANYTIME AND WITHOUT NOTICE.

BY COMMISSIONING US FOR SERVICE, YOU FURTHER ACKNOWLEDGE THAT DUE TO THE HIGH VOLUME OF DOCUMENTS WE PROCESS IT IS NOT POSSIBLE TO PHYSICALLY INSPECT EVERYONES APPLICATION AND THAT THE SOLE RESPONSIBILITY FOR ENSURING APPLICATIONS ARE FILLED OUT CORRECTLY AND COMPLETELY ARE THE APPLICANTS. YOU SHOULD INSPECT YOUR DOCUMENTS PRIOR TO SHIPPING THEM TO US.

ALL FEES ARE NON-REFUNDABLE UPON OUR FIRST ATTEMPT AT PROCESSING.

Rejected Documents: Resubmit Fees & Policy

Failure to provide required documents, signature or required information will result in a non-refundable \$75.00 Resubmit fee Per Visa Application Document and Commercial Authentication; and \$35.00 for each Private Authentication Document. Incomplete or improperly filled out documents, or documents that are not signed and dated and/or have the appropriate (non-ink jet rendered) 2x2 Visa Size Photograph attached to the application form will result in processing delay and resubmit fees.

Resubmission of your documents may require you to provide us with additional information and/or provide written authorization for us to make changes to your application form and sign the form on your behalf. Resubmitted documents will be processed according to the service level and shipping method originally requisitioned unless a formal request is made to upgrade the service or shipping method which must be invoiced and paid for in advance.

SERVICE COMPLETION TIMES FOR RESUBMITTED DOCUMENTS ARE CONTINGENT UPON US RECEIVING THE REQUIRED INFORMATION FROM YOU. WE WILL MAKE AT MOST THREE (3) ATTEMPTS TO PROCESS REJECTED APPLICATIONS. IF THE APPLICATION FAILS TO COMPLETE PROCESSING AFTER THREE ATTEMPTS, WE RESERVE THE RIGHT TO CONCLUDE THE TRANSACTION. ALL FEES INCLUDING RESUBMIT FEES ARE NON-REFUNDABLE.

Limited Liability

THE LIMIT ON ANY MONETARY LIABILITY EXTENDS ONLY TO THE SERVICE FEES THAT WE CHARGE AND DOES NOT INCLUDE THE SHIPPING & HANDLING COSTS NOR DOES IT INCLUDE THE FEE OF THE CHINESE CONSULATE WHICH ARE NON-REFUNDABLE. WE ARE NOT RESPONSIBLE FOR REJECTED APPLICATIONS, DOCUMENTS MISPLACED BY THE CONSULATE, MISSED FLIGHTS, DELAYS FOR ANY REASON INCLUDING BUT NOT LIMITED TO TRANSPORTATION FAILURE, SHIPPING DELAYS, ACTS OF GOD OR TERRORISM, INCLEMENT WEATHER, CONSULATE DELAY OR HOLIDAY CLOSURES. YOU HAVE 60-DAYS FROM THE DAY YOUR SERVICE IS COMPLETED TO MAKE INQUIRY ON YOUR ORDER, **WE WILL NOT RESEARCH OR ADDRESS ANY ORDER, VISA, OR FINANCIAL TRANSACTION THAT IS AGED GREATER THAN 60-DAYS.**