

DISCLAIMER – Courier Assurance

The “Courier Assurance” is subject to the following exclusions, in which VFS is not responsible:

1. For any delay during the visa application process due to a request for additional
2. Documents by the Embassy or consular office when the visa application is incomplete and/or does not meet the requirements or does not contain the required documentation.
3. For any delay during the visa application process due to a request for additional documents by the Embassy or consular office when the visa application is complete.
4. When the information submitted with the original application has been changed by the applicant.
5. If the corresponding Embassy or consular office refuses to accept the application.
6. In the event of a Visa Denial by the corresponding Embassy.
7. In the event that the return of the passport is delayed by the courier company due to an illegible, inaccurate, or unattended delivery address.

The “Courier Assurance” is subject to the following stipulations in which VFS is not responsible:

1. The amount offered under the Premium Courier Service, which exclusively covers the loss or damage of the passport during any stage of the visa application process, is **GBP 300**. Any claims must be supported with proof of the loss or damage (including photographic evidence). This **GBP 300** will be paid *in addition* to compensation for the replacement of the passport and any other type of qualifying compensation which may apply. Customers who chose **not** to avail the Courier Assurance Service will still be eligible for compensation for the replacement of a lost or damaged passport, as well as any other qualifying compensation (see point 3 below).
2. The **GBP 300** pay-out under the Courier Assurance Service will not be paid due to any failure to perform its obligations, if it is prevented or delayed in performing those obligations by an event of force majeure. The pay-out will only proceed in the case of substantial failure to perform the obligations, caused by fraud or gross negligence duly proven by the Affected party.
3. Applicants who do not purchase this service will still be eligible for reimbursement for replacing a lost or damaged passport, as well as other qualifying compensation which may apply. Proper supporting evidence for qualifying reimbursement claims is required.
4. Please note that this service will not in any way impact your visa decision or processing time of your application.