

Payment, Refund, and Cancellation Policy

Payment Confirmation

Once the payment is made, a confirmation notice will be sent to the customer via email within 24 hours of receipt. The confirmation email will include the payment details, service information, and a reference number for future correspondence.

Refund Policy

1. General Terms:

- Refunds will be processed only through the original mode of payment.
- Refunds will be initiated within 10 to 45 days, depending on the issuing bank's policies.

2. Conditions for Refunds:

- If the service was purchased online through the Konsul Prime platform, refund requests must be submitted within 3 business days of payment.
- For services purchased in Konsul Prime offices, refund requests must be submitted within 1 business day of payment.
- Refunds after these periods will only cover the cost of the selected service, excluding any processing fees or service charges.

3. Non-Refundable Cases:

- Refunds are not provided if cancellation occurs less than 7 business days before the service date.
- Refunds are not applicable for non-refundable tariffs, including priority services processed at Konsul Prime offices.
- Refunds are not issued if the client fails to meet required conditions, such as providing accurate documents or attending appointments.

4. Process:

- All refund requests must be submitted through the Konsul Prime contact center, nearest office, or the customer's personal account on the website.
 - Refunds will be issued in the currency of the original transaction.
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Cancellation Policy

1. Cancellation Terms:

- Customers can cancel their requested services within 24 hours of payment.
- Refunds for canceled services will be made to the original payment solution within 10 to 45 days.

2. Conditions for Cancellations:

- Cancellation requests made less than 7 business days before the scheduled service date are not eligible for refunds.
- Changes to service dates require the purchase of additional services such as "Rescheduling" or "Management Booking," where applicable.

3. No Refund and No Cancellation Policy:

- For services with a "No Refund" or "No Cancellation" policy, customers will be clearly informed before completing the payment to avoid misunderstandings or disputes.
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Payment Methods

1. Accepted Payment Methods:

- We accept payments via Visa, MasterCard, UnionPay. Payments can be made online or in our offices.

2. Secure Transactions:

- Payments are processed through secure payment gateways using encryption technologies like 3D Secure.
- No payment details, such as card numbers or CVV codes, are stored on Konsul Prime servers.

3. Payment Errors:

- If a payment fails due to technical issues, the issuing bank or payment system is responsible for resolving the issue and refunding any unauthorized deductions.
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Additional Notes

- Refunds and cancellations must be formally requested through the official channels (email: support@konsulprime.com, website, or office visits).
 - Refunds will only be processed in the currency used for the transaction.
 - For any inquiries, please contact our support team.
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Contact Information

- **Address:** Mazaya Business Avenue AA1, Floor 35, Plot No: JLTE-PH2-AA1, Jumeirah Lakes Tower, Dubai, UAE.
- **Email:** support@konsulprime.com