

ISC – International Service Center: Terms & Conditions (Portugal/EU)

These Terms & Conditions (“Terms”) govern all services provided by ISC – International Service Center (“ISC,” “we,” “our,” or “us”) to our clients (“you,” “your”) residing or seeking assistance in Portugal and other European regions.

By using ISC’s services, you acknowledge and agree to these Terms along with our **Privacy Policy**, which complies with the **General Data Protection Regulation (GDPR)** and Portuguese data protection laws.

1. Scope of Services

1. Who We Are:

ISC provides specialized support for Indians living abroad in Europe, primarily assisting with international documentation, government applications, and consular submissions.

2. What We Offer:

Our services include, but are not limited to:

- Passport renewal and assistance with new passport applications
- Visa consultation and application submission
- Overseas Citizenship of India (OCI) card processing
- Police Clearance Certificates (PCC)
- Document attestation, notarization, and legalization
- Translation of legal and official documents
- Online form filling and consular appointment booking

3. Third-Party Involvement:

- ISC is **not a government authority** and does not issue passports, visas, or OCI cards.
- Final approvals and decisions rest solely with the **relevant embassies, consulates, and immigration authorities**.
- We may work with **couriers, translation partners, or third-party service providers**, whose separate terms and liabilities may apply.

2. Service Process

1. Client Submission:

- You are responsible for providing **accurate, complete, and truthful** information and documentation.
- ISC may refuse to process incomplete or inaccurate applications.

2. Verification & Guidance:

- ISC reviews documents for compliance with embassy/consulate requirements.

- Requirements may change at the discretion of the issuing authority. ISC will inform you promptly of any updates affecting your case.

3. Application Processing:

- Once verified, ISC will prepare, submit, and track your application with the appropriate authorities.
- Timeframes depend on **government processing times**, which ISC **cannot guarantee**.

4. Completion & Handover:

- After processing, ISC will return your documents via **courier or in-person collection**.
- **It is your responsibility** to immediately check your documents for accuracy, validity dates, and travel eligibility.

3. Payments & Fees

1. Service Fees:

- All fees, including ISC service fees, government/consular fees, courier charges, and applicable taxes, will be communicated in advance and must be **paid in full** before services begin.

2. Non-Refundable Fees:

- Once an application is submitted to a government authority, **all fees are non-refundable**, regardless of the outcome.

3. Additional Costs:

- If an application must be **resubmitted due to client error**, additional service and government fees may apply.

4. Right to Retain Documents:

- ISC reserves the right to **withhold passports and documents** until all pending fees are fully paid.

4. Client Responsibilities

1. Information Accuracy:

- You are solely responsible for the accuracy of all personal details, travel dates, and supporting documentation.

2. Travel Planning:

- Do not book **non-refundable flights, hotels, or travel arrangements** until your documents are issued and verified.

3. Document Validity:

- Ensure your passport is valid for **at least six months** beyond your intended travel dates and check all entry requirements for your destination.

5. Limitation of Liability

1. Authority Decisions:

- ISC cannot **guarantee visa approval**, specific processing times, or acceptance of your application.
- Final decisions rest solely with the **embassy, consulate, or immigration authority**.

2. Document Handling:

- ISC is responsible for your documents **only while in our direct custody**.
- We are **not liable** for loss, damage, or delays caused by:
 - Embassies, consulates, or immigration authorities
 - Courier or postal services
 - Force majeure events (e.g., strikes, natural disasters)

3. Maximum Liability:

- If ISC is found responsible for the **loss or damage of your documents**, our maximum liability is **the lower of €250 or the cost of replacing the document**.

4. Exclusions:

- ISC is not responsible for **indirect or consequential losses**, including missed flights, hotel bookings, or other travel costs.

6. Delivery of Documents

1. Delivery Method:

- Completed applications and documents are returned via **approved couriers or in-person pickup**.

2. Delivery Liability:

- ISC is **not liable** for courier delays, losses, or damages once the document leaves our office.

7. Cancellations & Refunds

1. Before Submission:

- If you cancel **before submission to authorities**, ISC may retain an **administrative fee** for work already completed.

2. After Submission:

- Once your application is submitted to the government authority, **all fees are non-refundable**.

8. Privacy & Data Protection

1. Data Usage:

- ISC processes your data **solely to provide documentation services**, in compliance with **GDPR** and **Portuguese data laws**.

2. Data Sharing:

- Your data may be shared with embassies, consulates, or government agencies only as required for your application.

3. Retention & Security:

- Documents and personal data are stored securely and **retained only as long as legally necessary**.

9. Governing Law & Disputes

- These Terms are governed by the **laws of Portugal and the European Union**.
- Any disputes will be subject to the **exclusive jurisdiction of Portuguese courts**.

10. General Provisions

- **Force Majeure:** ISC is not liable for delays due to events beyond our control, such as natural disasters, government strikes, or political events.
- **Severability:** If any clause of these Terms is invalid, the remaining provisions remain in force.
- **Amendments:** ISC may revise these Terms at any time. The version in effect at the time of your service request will apply.
- **No Third-Party Rights:** These Terms do not create rights for any third party.