

Refund Policy

MyArrival.com

1. Our Services

MyArrival.com is an independent intermediary service operated by Documents Processing Portal LLC.

We assist travelers with digital arrival cards, customs declarations, health declarations, travel authorizations, and related travel entry requirements for multiple destinations worldwide.

We are not affiliated with any government authority and provide assistance services through official systems where applicable.

Advantages of our services may include:

- Timed application processing
 - Multilingual support
 - Simplified online processing
 - Consolidated travel document assistance
 - Dedicated customer support
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2. Customer Consent Before Purchase

Before completing payment, customers must explicitly agree to:

- Immediate start of the service
- The applicable refund conditions
- The Terms & Conditions and Privacy Policy

Customers acknowledge that processing may begin shortly after payment and that withdrawal rights may be limited once processing has started.

3. General Refund Conditions

- Refund requests may be submitted up to 120 days after purchase.
- Requests must be submitted through our support channels.
- Because our services are digital and processing often begins shortly after payment, completed services are generally non-refundable.

4. Non-Delivered Services

If a requested service has not been delivered, customers may qualify for a full or partial refund depending on the circumstances.

Approved refunds are generally processed within 10 business days, depending on the customer's payment provider or bank.

5. Delivered Services

Once the requested service or processed document has been delivered, the service is considered fulfilled.

Delivered digital services are generally non-refundable unless otherwise required by law.

6. Situations Where Refunds Are Not Granted

Refunds are generally not granted in cases involving:

- Incorrect or incomplete information submitted by the customer
 - Changes in travel plans
 - Failure to meet destination requirements
 - Government decisions or entry denials
 - Failure to use the service after delivery
 - Successfully delivered services
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7. Refund Request Procedure

Refund requests should include:

- Full name used during the order
- Order reference number
- Description of the issue

Requests may be submitted to:
info@myarrival.com

8. Chargebacks and Payment Disputes

Customers agree to first contact MyArrival.com before initiating disputes with banks or payment providers.

We may provide supporting documentation including:

- Proof of purchase
 - Proof of service delivery
 - Customer consent records
 - Communication history
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9. Policy Updates

MyArrival.com reserves the right to update or modify this Refund Policy at any time.

The latest version will always be available on the website.

10. Contact Information

MyArrival.com
Documents Processing Portal LLC
30 N Gould St, STE R
Sheridan, WY 82801
United States

Website: www.myarrival.com
Email: info@myarrival.com