

General Terms and Conditions

MyArrival.com

1. Company Information

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

EIN: 61-2316805

Website: www.myarrival.com

Email: info@myarrival.com

2. Services Provided

MyArrival.com provides professional guidance and processing assistance for digital arrival cards, travel declarations, customs declarations, health declarations, and related travel entry requirements for various international destinations.

The platform offers multilingual support, clear instructions, and secure online submission to simplify and streamline travel preparation processes.

3. User Responsibilities

Users must provide complete, accurate, and truthful information. Incorrect or incomplete information may result in delays, fines, denied boarding, denied entry, or rejection by local authorities.

Users are responsible for reviewing and complying with all applicable entry requirements and regulations of their destination country.

4. Pricing and Payment

- All prices are clearly displayed on the website before checkout.
- Applicable taxes may be charged according to relevant legislation.
- Payment must be completed in full before processing begins.
- Processing only starts after successful payment confirmation.

- By submitting payment, the user agrees to the applicable pricing and service terms.
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5. Delivery of Services

Services are performed according to the selected processing option after payment confirmation.

Customers receive their processed documents and confirmation emails within the estimated timeframe shown during checkout.

Applications submitted before the official submission window may be securely scheduled and processed at the appropriate time to ensure validity.

6. Right of Withdrawal

Where applicable under consumer protection laws, consumers may have the right to withdraw from online service agreements within the legally required period.

This right expires once the service has been fully performed with the customer's prior consent and acknowledgment that processing begins immediately after payment.

Users confirm this consent during checkout.

7. Refund Policy

Due to the digital and time-sensitive nature of the services provided, confirmed applications are generally considered final once processing has started.

Customers who believe they may qualify for a refund may contact support for review.

8. Intellectual Property

All website content, including text, branding, visuals, software, and website structure, is the intellectual property of MyArrival.com and protected under applicable copyright and intellectual property laws.

Unauthorized reproduction, modification, or distribution is prohibited.

9. Limitation of Liability

MyArrival.com shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use of its services, including denied entry, travel delays, missed transportation, penalties, or decisions made by governmental authorities or third parties.

The platform solely provides processing assistance and facilitation services.

10. Privacy and Data Protection

Personal data is processed in accordance with applicable privacy and data protection laws.

Data may be securely processed and transferred internationally where necessary for service fulfillment.

Please refer to the Privacy Policy for additional details.

11. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by the laws applicable within the jurisdiction of Documents Processing Portal LLC, unless mandatory consumer protection laws provide otherwise.

Any disputes shall be submitted to the competent courts with jurisdiction over the company unless otherwise required by law.

12. Dispute Resolution

Users must first contact info@myarrival.com with the subject line "Dispute Resolution".

The company will acknowledge receipt within a reasonable timeframe and aims to resolve disputes internally before escalation to financial institutions or payment providers.

13. Changes to Terms

MyArrival.com reserves the right to amend these Terms and Conditions at any time.

Updated versions will be published on the website, and continued use of the services constitutes acceptance of the revised Terms.

14. Severability

If any provision of these Terms and Conditions is found invalid or unenforceable, the remaining provisions shall remain in full force and effect.

15. Contact Information

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