

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

1. 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 incomplete and or does not meet the requirements or does not contain the required documentation.
2. 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.
3. When the information submitted with the original application has been changed by the applicant.
4. If the corresponding Embassy or consular office refuses to accept the application.
5. In the event of a Visa Denial by the corresponding Embassy.
6. In the event that the return of the passport is delayed by the courier company due to an illegible, inaccurate, or unattended delivery address.

**Stipulations in which VFS in not responsible:**

1. The amount offered under the Premium Courier Service, which exclusively covers the loss of the passport during any stage of the visa application process, is USD 500 (Five Hundred US Dollars). The claim for the USD 500 must be supported with proof of the loss of passport. This USD 500 will be paid *in addition* to compensation for the replacement/ reconstruction of the passport.
2. Please note that this service will not in any way impact your visa decision or processing time of your application.