

## Terms and Conditions

By engaging Quick Document Assist to provide the Services (as defined below), you irrevocably and immediately bind yourself to these Terms which form the contract between you as the Client and Quick Document Assist as the service provider. If you do not agree to these Terms, you must cease use of the services immediately.

### Acceptance of Terms

By engaging Quick Document Assist to provide any services ("Services"), you acknowledge that you have read, understood, and agree to be legally bound by these Terms and Conditions. These Terms constitute the agreement between you ("the Client") and Quick Document Assist ("the Service Provider").

### Processing Times

Applications generally take between 1 and 3 working days to process. However, where possible, applications are submitted and/or captured at the Department of Home Affairs ("DHA") on the next working day after all required documentation has been received. Processing times are estimates only and are not guaranteed. Each application is unique and the time required depends on the availability and retrieval of official records.

### Unforeseeable Delays

Quick Document Assist acts as an intermediary in facilitating applications. Quick Document Assist shall **NOT** be held liable for any delays resulting from circumstances beyond its reasonable control, including but not limited to:

- DHA system failures or downtime;
- Printing delays;
- Technical issues;
- Any other operational issues within DHA.

While every reasonable effort will be made to complete services within the estimated timeframes, no guarantee can be provided where delays arise from third-party authorities.

### Missing or Unavailable Records

- In certain instances, original records used to generate official certificates may have been lost, destroyed, damaged by fire or water, misplaced, or otherwise unavailable within the DHA records.

- Where no official record can be located, additional investigations or corrective procedures may be required, which may significantly extend the processing time.
- Quick Document Assist cannot be held responsible where DHA confirms that no record exists or where reconstruction of records is not possible.
- Where possible, Quick Document Assist will assist in identifying alternative solutions; however, the availability of such solutions cannot be guaranteed.

### **Birth Record Recreation**

- Where an application involves the recreation of a birth record and the applicant or child cannot be linked to the biological mother within DHA's records, additional investigations may be required.
- Such circumstances will result in extended processing times.
- Should DHA ultimately be unable to resolve the matter, Quick Document Assist will refund the applicable portion of the fees relating to the incomplete process, less any applicable administrative costs and government fees already incurred.

### **Amendments to Records**

- Quick Document Assist does **NOT** undertake or process applications relating to amendments or corrections of personal, including but not limited to amendments of names, surnames, dates of birth, places of birth, marital status, or any other personal particulars.
- Clients requiring amendments to official records will need to approach the department directly or seek assistance from an appropriate service provider.

### **Apostille Services (DIRCO)**

- Where documents are submitted to the Department of International Relations and Cooperation ("DIRCO") for Apostille services, processing times are determined solely by DIRCO.
- Once documents have been submitted to DIRCO, Quick Document Assist cannot request expedited processing or influence the turnaround time.
- Quick Document Assist accepts no responsibility for delays caused by DIRCO

### **Refund Policy**

If Quick Document Assist is unable to complete an application for reasons beyond its control, the Client will be entitled to a refund of **60% of the fees paid**.

The remaining **40%** shall be retained to cover:

- Administrative costs;
- Professional time and resources expended;
- Government submission fees;
- Processing costs; and
- Other expenses incurred in relation to the application.

No refund shall be payable for services that have been fully completed or where government authorities decline or reject an application for reasons outside the control of Quick Document Assist.

### **Client Responsibilities**

The Client is responsible for:

- Providing complete, accurate, and truthful information;
- Supplying all required documentation within the requested timeframes;
- Ensuring that all copies of documents submitted are clear and legible; and
- Responding promptly to requests for additional information.

Quick Document Assist shall not be responsible for delays resulting from incomplete, inaccurate, or incorrect information supplied by the Client.

### **Protection of Personal Information (POPIA)**

- Quick Document Assist is committed to complying with the Protection of Personal Information Act, 4 of 2013 (POPIA).
- Client information and documentation are collected solely for the purpose of providing the requested Services.
- Protecting our clients' personal information and maintaining their trust remains one of our highest priorities.