



# DTV THAILAND

## DESTINATION THAILAND VISA

### **Refund Policy**

#### **DTV Thailand — Professional DTV Visa Assistance Services**

DTV Thailand Visa is an independent professional visa assistance service and is not affiliated with the Royal Thai Government, Thai Immigration Bureau, Thai embassies, or Thai consulates.

By purchasing our services, you acknowledge and agree to the terms outlined in this Refund Policy.

#### **DTV Application Audit Service**

The DTV Application Audit service includes professional review, analysis, feedback, and evaluation of submitted documents, supporting evidence, and application structure.

Because this service involves immediate professional analysis and time-based consulting work, refunds are generally not available once the review process has started.

Refunds may only be considered if:

- The client cancels before submitting documents
- No review, consultation, or analysis work has started
- No professional feedback or processing has been provided

#### **Full DTV Application Management Service**

The Full DTV Application Management service includes consultation, strategy planning, document preparation, application structuring, communication, administrative work, and professional visa preparation services.

Refund requests are reviewed individually depending on the stage and progress of the preparation process.

Time spent on consultation, communication, document review, application structuring, preparation work, research, strategy planning, and administrative handling is considered part of the delivered professional service.



### **Refunds May Be Considered If**

Refund requests may be considered in limited situations including:

- The client cancels before work has started
- Required documents or information were never submitted
- We determine before processing that the applicant is clearly not eligible for the selected DTV category
- No meaningful preparation, review, or administrative work has been completed

Any refund decision remains solely at our discretion.

### **Non-Refundable Situations**

Refunds will generally not be provided if:

- Application preparation work has already started
- Documents have already been reviewed, analyzed, prepared, or structured
- Consultation or strategy work has already been provided
- Supporting documents have already been organized or prepared
- The application has already been submitted
- Additional supporting work or revisions have already been completed
- The client changes their mind after work has begun
- The applicant becomes unresponsive during the process
- An embassy or consulate rejects the application
- Immigration policies or embassy requirements change during the process

Visa approval decisions remain solely under the authority of the relevant Thai embassy, consulate, or immigration authority and are outside of our control.

### **Government & Third-Party Fees**

Government fees, embassy fees, visa fees, translation costs, payment processing fees, and third-party service provider fees are strictly non-refundable.

This includes any fees paid directly to embassies, immigration authorities, payment gateways, reservation providers, translation providers, or external service platforms.

### **Chargebacks & Fraudulent Disputes**



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Fraudulent payment disputes, chargebacks, or unauthorized payment reversal attempts after services have been partially or fully delivered may result in:

- Immediate termination of services
- Refusal of future services
- Submission of supporting evidence to payment providers
- Additional legal or collection action where applicable

We reserve the right to dispute any unjustified chargeback claims with supporting documentation, communication records, timestamps, and delivered work evidence.

### **Refund Processing Time**

Approved refunds may require several business days to process depending on the payment provider, banking institution, currency, and payment method used.

Original transaction fees, currency conversion fees, or third-party processing costs may be deducted where applicable.

### **Contact**

If you have questions regarding this Refund Policy or our services, please contact us through our official support channels.

DTV Thailand Visa  
Professional DTV Visa Assistance Services