



# **TERM'S & CONDITION'S**

## **DOCUMENT LEGALISATIONS**

### **INTRODUCTION:**

These terms and conditions govern the provision of all and any services provided by Britannia Consular Services Ltd (hereinafter referred to as BCS) in respect of, but not limited to, the obtaining or legalisation of documents. All orders placed by BCS's clients are made subject to the terms hereinafter.

By instructing, giving or posting your documents to **BCS**, you agree to the terms below and you instruct BCS to act as your agent for the provision of legalising your documents.

BCS provides assistance with legalising documents according to the Saudi Embassy's requirements and within the time limits set by the Embassy.

BCS's trading hours are: Monday–Friday, 10am–5pm.

All **in-person applications** for document legalisations and business authorisations should be submitted to BCS's office before **5pm**. The processing time starts the next working day, provided all completed and accurate documents have been received. Similarly, for all **POSTAL applications**, the processing time starts from the next working day after receipt, provided all completed and accurate documents have been received. Applications received after this time may be subject to special **Fast-Track Fees** if urgent lodging is required.

### **ACCEPTANCE AND REJECTION OF APPLICATIONS:**

**All document legalisations are processed at the Embassy's discretion and BCS bears no responsibility for the rejection of any application.**

**BCS** reserves the right to return any document if it does not comply with the Embassy's requirements, or if **BCS** believes there is not enough time to arrange the requested attestation. **BCS** bears no responsibility for subsequent delays or costs.

A client may request to place an application on hold before the application is processed.

### **APPLICANT'S RESPONSIBILITY:**

**BCS** does not bear any responsibility for mistakes and misprints made by the Saudi Embassy; however, BCS is always ready to provide help and support in difficult situations should the client notify BCS about any mistakes. **BCS DOES NOT** refund costs of additional expenses (tickets, accommodation, etc.) caused by the abovementioned mistakes.

It is advisable that the client sends the valuable documents by Special Delivery and retains the receipts. All valuable documents will be returned by Special Delivery (within the UK) to ensure their safety.

### **LIABILITY (Loss or Damage):**

BCS understands that your documents are valuable and it is natural to be concerned about them. **BCS** will, at all times, endeavour to ensure safekeeping of all documents. However, **BCS** does not accept responsibility for **loss, delays or non-issuance** of any application whatsoever or howsoever caused by the Saudi Embassy or delivery companies. Nor does BCS accept liability for **loss, delays or non-issuance** of any application arising from or in connection with acts of God, weather conditions, public enemies, war, strikes, or acts or omissions by public authorities.

In the unlikely event of **loss or damage** to any document received, **BCS's liability will be limited** to the actual value of the document and up to a maximum of **£50** per application and only if blame lies with **BCS**. **BCS** accepts no liability for consequential loss. Any claims filed to **BCS** must be filed within 60 calendar days from the date of invoice.

### **FEES AND PAYMENTS:**

**BCS** follows a strict payment policy and requires full upfront payment for a service prior to beginning the process of an application.

Payment is necessary before BCS can process an application. All application fees must be paid either in **CASH** or through a **BACS** transfer to the following account prior to the start of processing an application:

**HSBC Bank**  
**BRITANNIA CONSULAR SERVICES LTD**  
**Account number: 80059919**  
**Sort Code: 400126.**

**Cheques** will be accepted for postal applications. If paying by personal cheque, it is the client's responsibility to ensure there are sufficient funds in the client's bank account. **Documents will not be returned until your cheque has cleared.** Please make cheques payable to '**BRITANNIA CONSULAR SERVICES LTD**'.

Requirements and fees associated with the processing of document legalisations and related services are outside of the control of **BCS** and subject to change without prior notice. These could include, but are not limited to, consulate fees, additional documentation, legalisation fees for supporting documents, and processing times. **BCS** does not accept responsibility for any changes in requirements or fees, and reserves the right to pass on any increased charges. **BCS** reserves the right to increase or change its service charges at any time, with or without prior notice.

**BCS** reserves the right to retain a client's documents after the documents have been returned from the Embassy until full payment has been received by BCS.

### **REFUNDS AND CANCELLATIONS:**

Applications cannot be cancelled once they have been submitted to BCS, and the full service charge will apply. It may be possible to withdraw a document in an extreme emergency, depending on the Embassy's policy; however, legalisation fees and service charges will still apply.

Refunds will be possible on the basis of a request being received before the document has been applied for legalisation. In such circumstances, a handling fee of **£15** will be deducted from the refund total. Cancellation requests received after a document has been legalised will not be entertained, and full charges will apply.

In cases of denial and refusal from the Embassy or the FCO, **BCS** reserves the right to charge a **£15** non-refundable handling fee regardless of the outcome of any legalisation application.

**These Terms and Conditions shall be governed by and construed in accordance with the laws of England.**