

IDLUN-USA.COM Return Policy

The documents translation issued by IDLUN-USA.COM may be returned within 7 days of delivery for a full refund, less shipping and handling. Shipping and handling is an expense we incur to ship packages to our clients and therefore, these fees are not refundable. To ensure your refund is handled in a timely manner, we must receive an e-mail form you sent to info@idlun-usa.com with subject line "Return" and your application number; briefly indicate the reason for your return in your e-mail and include tracking number for the item you are returning, if available. Even though we will make every effort to process a refund as soon as possible, please allow 30 days for the refund to appear on your credit card statement. Please contact our Customer Service immediately if you receive a document that is damaged, defective, or incorrect.

We do not accept returns and will not issue refunds for the following items:

- Items returned more than 7 days after delivery.
- Items not in their original condition, damaged, missing elements or other information.
- Items with scratched or otherwise altered security holograms and other elements.
- Items purchased from other companies.

No refunds will be issued past 30 days. Please contact our Customer Service immediately, if you have any questions or concerns about your document.

DOCUMENT REPRINT. If you receive a document that is damaged, defective, or incorrect, you must immediately contact our customer service at info@idlun-usa.com for document return instructions. If you purchased insurance at the time of placing your initial order, your reprint will be processed at no extra charge. For all reprints regardless of the reason, you must return the original document back to us, no exceptions. Once we receive your original document back, we will issue a reprint within 24-48 hours, plus delivery time. Our document reprint fee is \$25 plus shipping and handling. In some cases idlun-usa.com may wave \$25 reprint fee at company's discretion, however, a customer is responsible for shipping & handling charges.

Our Customer Service can be reached 24/7 via e-mail at info@idlun-usa.com, by calling and leaving a voice mail at (888) 998-7778 or by mail: IDLUN INTERNATIONAL, P.O. Box 103, Tennent, NJ 07726-0103. While we make every effort to respond to all our customers' inquiries as soon as possible, please allow 24-48 hours for the Company to respond to e-mail inquiries.

**IDLUN-USA.COM reserves all rights to change the return policy at any time.