

TERMS & CONDITIONS

BWARD INNOVATIONS

VFS & Immigration Application Assistance
(Effective in South Africa)

By proceeding with our services, the client confirms that they have **read, understood, and agreed** to the following Terms & Conditions.

1. Nature of Services

BWARD Innovations provides **independent administrative assistance** related to:

- VFS Global applications
- •
Visa and permit applications
- •
Permit waivers (including Section 31(2)(b))
- •
Appointment bookings
- •
Document preparation and submission support
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BWARD Innovations is **not affiliated** with VFS Global, the Department of Home Affairs (DHA), or any government authority.

2. No Guarantee of Outcome

The client understands and agrees that:

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All immigration and visa decisions are made solely by **VFS Global and/or the Department of Home Affairs**

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BWARD Innovations **does not guarantee approval**, processing time, or outcome

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Fees charged are for **administrative services rendered only**, not for results

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3. Client Responsibilities

The client confirms that:

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All documents and information provided are **true, accurate, and complete**

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No forged, altered, or false documents have been submitted

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Failure to provide accurate information may result in rejection, delays, bans, or penalties

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The client indemnifies BWARD Innovations against any consequences arising from false or misleading information supplied by the client.

4. Limitation of Liability

BWARD Innovations shall not be held liable for:

- Application rejections
- Delays by VFS Global or DHA
- Policy or law changes
- Technical errors on online systems
- Incorrect or incomplete information supplied by the client
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5. Fees & Payments

- Fees are payable **before work begins**, unless otherwise agreed
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Consultation and service fees are **non-refundable** once work has commenced

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Rejections or unfavorable outcomes **do not qualify for refunds**

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Additional services requested after submission may attract additional fees

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6. Refund Policy

Refunds will only be considered if:

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WARD Innovations fails to deliver the agreed administrative service

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No refunds will be issued for:

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Rejections

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Delays

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Client withdrawal after work has started

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7. POPIA & Data Protection

In compliance with the **Protection of Personal Information Act (POPIA)**, the client consents to:

- Collection and processing of personal information for application purposes only
- Secure storage of data
- Lawful sharing of information with VFS Global, DHA, or related authorities where required
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8. Communication & Digital Consent

- Communication may take place via WhatsApp, email, or phone
- Screenshots, messages, and electronic confirmations constitute valid records
- By replying “**I AGREE**”, the client provides **digital consent** equivalent to a signed agreement
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9. Governing Law

These Terms & Conditions are governed by the laws of the **Republic of South Africa**.

10. Acceptance of Terms

By responding “**I AGREE**” to these Terms & Conditions, the client confirms acceptance and authorises BWARD Innovations to proceed with services.