



Refund Policy

Consultations

Our consultation fees are clearly labeled on our website for your convenience.

Fees are considered fully earned and non-refundable once the consultation call is complete. Consultation fees only cover the time allocated in the scheduled call (25 minutes).

Note that highly complex matters may require follow up consultations, which will be billed separately. A refund will not be given merely because all questions cannot be answered during a single consultation. If additional work is required, your attorney will quote a price for further work or recommend a second consultation. We strive to be fair and work with you when possible while collecting reasonable fees for our efforts. The consultation fee is not refundable once the consultation time has ended.

If you wish to cancel a consultation appointment more than 24 hours in advance, we will provide a full refund of the consultation fee.

We understand that life happens, so we strive for a flexible refund policy when possible. If you miss your first consultation appointment, we will process a full refund for you one time only, on the first occurrence of a missed appointment. If you miss any subsequent appointments, no refund will be given for those appointments. We encourage you to contact us in advance to reschedule whenever possible.

Case Reviews

Our case review fees are clearly labeled on our website for your convenience.

Fees are considered 50% earned once the petition review is complete and 50% earned once the case review call is complete.

Note that the services here do not include any case preparation work or any follow up reviews of or consultations regarding the petition. The petition will be reviewed in the state in which you provide it.

If you wish to cancel services more than 2 business days in advance of your appointment, we will provide a full refund. If you cancel less than 48 hours in advance of your appointment, we will only provide a 50% refund (because the case review work will have already been completed).

If you miss your case review appointment, you will have one chance to reschedule it. If you miss it the second time, we will send you the petition markup, but we will not have a call and will not provide a refund. We encourage you to contact us in advance to reschedule whenever possible.

Case Preparation

Case preparation fees are handled through separate, individualized agreements. Please review the refund policy in your agreement for more information. The consultation held before case preparation commences is governed by the “Consultations” section of this Refund Policy.

Disclaimer

We provide informative articles, videos, and social media posts that contain information about immigration law that may or may not be relevant to your particular case. However, none of this information should be considered as legal advice for your particular situation unless you have consulted with one of our attorneys to make sure that you have all the information that is relevant to you. Immigration law is highly complex and changes often and rapidly. You should always consult an attorney before relying on information on the internet to take action in your personal life. Consulting an attorney ensures that all relevant information is considered and also ensures that the information you are relying on is up to date. Do not rely on information published online by us or any other legal service provider without getting tailored advice for your personal situation.

We expressly disclaim any liability arising out of circumstances where a decision is made based on our online content without a full consultation with an attorney regarding the matter.