

Refund and Cancellation policy

DBB reserves the right to withdraw its services by giving notice in written form (e.g.: letter or email) for any **misbehavioural conduct** from clients with our staffs/service providers at any point of time. When DBB exercises its right of cancellation, it shall reimburse the client for any payments already made within 56 calendar days.

The client may also apply to cancel the paid services by filling DBB_ Refund and Cancellation policy form duly signed. Refund will be made within 84 calendar days from the reception date of our filled-in Refund and Cancellation policy form duly signed by post.

In both the cases of cancellation after making payment, DBB will provide a refund after deducting "administrative charges (10,000 INR) + any incurred costs on your behalf + foreign exchange rate".

Should a client disagree with the refund amount provided, the client is entitled to appeal this, and to submit evidence in support of this, which will be assessed on a case by case basis.

No refund will be made, if:

- a) German Embassy refuses to grant VISA for any legal or jurisdiction reasons or for other reasons which the client can be held accountable. DBB will look into the reason and extend our services if legally binded.
- b) Forged or fake documents submitted. DBB will no longer offer any of our services and on top of it, FIR will be filed against our client in Chennai's and/or in Berlin's jurisdiction.

Sincerely,



Md. Mansoor Hussain
Managing Director