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- Apostille aplication may take longer if the signature of the register is not in the database of the FCO
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 Procedure to include the signature specimen may take 1-2 days. In the rare cases when this may happen, an extra charge of £29 for our dedicated courier services
 In the rare event of the Foreign Office or an Embassy increasing their fees or disbursement after the Customer has accepted a quotation from the Company, the Company will request the difference in fees from the Customer. Inability to legalise a document due to unforeseen FCO or Embassy closure due to cultural holiday observation, unavailability or shortage of attestation/legalisation stamps, inaccurate information received either by the Customer or the Embassy on the legalisation process required. Where a delay has occurred, the Company will inform the Customer at the first available opportunity to advise on the new expected completion time. The Company does not provide any refound in service fees paid.
- Under clause 13 of the Distance Selling and Home Ordering Regulations, the Company does not provide the right to the Customer to cancel the Order once the Order has been commenced
- The timeframe for the Company to complete the Order excludes the time that the document is in transit with the courier / postal system on return back to the Customer. This does not form part of the service provided by the Company.
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- No warranty or liability is accepted by the Company, its staff/agents in relation to services provided, impartial advice or information given to the Customer. Impartial advice or information provided to the Customer by the Company is not legally binding and is not intended to be construed as legal advice and the Company is not liable for losses or damages to the Customer however is caused.