

Technical Submission Service Agreement

Last updated: July 6, 2026

This Service Agreement describes the terms under which the Service Provider performs a narrow technical submission service for a prepared visa, residence, immigration, or administrative application package.

1. Scope of Service

The Service Provider provides a technical service for submitting a document package prepared and provided by the Client through the relevant official electronic portal, government platform, or administrative filing system.

The exact application type, authority, applicant count, price, and filing channel are confirmed in the invoice, representative authorization form, order confirmation, or written communication between the parties.

The service may include:

- receiving the prepared document package from the Client;
- technically completing the electronic submission based on the Client's documents and instructions;
- uploading the documents provided by the Client;
- submitting the application through the relevant official portal or filing system;
- using the Service Provider's digital certificate, account, or representative access when required and authorized;
- obtaining and forwarding the official submission receipt, registration number, reference number, or other proof generated by the system;
- forwarding official notifications related to the same application if they are made available to the Service Provider.

2. Services Not Included

The service is limited to technical submission. It is not legal, immigration, tax, financial, or professional advisory service.

Unless separately agreed in writing, the service does not include:

- eligibility assessment;
- legal review of documents;
- preparation, correction, or drafting of application documents;
- business plan preparation;
- translations, sworn translations, legalization, or apostille;
- payment of government fees or taxes;
- drafting legal responses to government requests;
- appeals, complaints, court proceedings, or legal representation;

- appointment booking after approval;
- any guarantee that the application will be accepted, approved, or resolved within a particular time.

The Client remains fully responsible for the accuracy, completeness, legality, and suitability of all documents and information provided.

3. Authorization to Submit Through a Representative

If the relevant authority, portal, or filing process requires proof of representative authority, the Client signs a separate authorization, power of attorney, representative appointment form, or other document required for that specific application.

This authorization is limited to the Client's specific application and to the technical actions required to submit it, upload the Client's documents, receive submission proof, access related notifications, and forward those notifications to the Client.

The authorization does not allow the Service Provider to provide legal advice, change the Client's documents without permission, make substantive decisions for the Client, or act in any unrelated matter.

4. Client Responsibilities

The Client must provide all documents and information needed for the submission in a complete and readable form.

The Client is responsible for:

- preparing the application package;
- checking that the documents are correct and up to date;
- ensuring that documents are translated, legalized, signed, or paid for when required;
- responding promptly to questions needed for technical submission;
- providing only lawful, accurate, and authentic documents.

The Service Provider may refuse or stop the service if the Client provides obviously fraudulent, unlawful, unsafe, incomplete, or technically unusable materials.

5. Timing

The Service Provider starts work after all of the following are received:

- payment;
- the complete document package;
- any required representative authorization;
- all information reasonably needed for the technical submission.

Unless otherwise agreed, the target filing time is within 24 business hours after the above conditions are met, provided that the official portal is available and no additional information is needed from the Client.

Delays caused by government portals, system outages, certificate/signature issues, missing documents, Client delays, or third-party providers are outside the Service Provider's control.

6. Deliverables

After submission, the Service Provider provides the Client with the proof generated by the official system, when available. This may include:

- official submission receipt or registration confirmation;
- registration number, reference number, or application number;
- copy or list of documents uploaded;
- confirmation of submission date and time;
- later official notifications received in connection with the same application.

The exact documents available depend on the relevant government portal and procedure.

7. Confidentiality

The Service Provider treats the Client's documents and personal data as confidential.

The Service Provider does not disclose the Client's documents or personal data to third parties except when necessary to provide the service, submit the application to the relevant authority, comply with legal obligations, process payments, or protect the Service Provider's legal rights.

8. Data Handling, Storage, and Deletion

The Client understands that the documents may contain passport data, financial records, family information, employment or business records, and other personal or sensitive information.

The Service Provider uses the Client's documents and personal data only for:

- checking technical filing readiness;
- preparing the electronic submission;
- uploading documents to the relevant official portal;
- communicating with the Client about the application;
- forwarding submission proof and notifications related to the application.

Client documents are stored in a temporary private server folder or other private non-public storage only until the application is submitted.

After successful submission and receipt of official submission proof, working copies of the Client's documents are deleted from the Service Provider's server.

The Service Provider may keep minimal service records needed to evidence the service and maintain basic business records, such as the invoice, payment confirmation, submission date, registration or receipt number, this agreement, and relevant communication with the Client. These records are not used for unrelated purposes.

If the Client sends documents through Telegram, email, cloud links, or other third-party tools, the Client understands that those providers may process or retain files according to their own terms and infrastructure.

9. Payment

The price is stated in the invoice, order confirmation, or written communication between the parties.

Payment is due before document processing and submission unless otherwise agreed in writing.

Bank fees, payment provider fees, exchange fees, and other transfer costs are paid by the Client unless otherwise agreed.

10. Refunds

A full refund is available if the Client cancels before the Service Provider starts processing the documents.

After the Service Provider has started processing the documents or attempted submission, the fee is not refundable, because the service is technical work and not a payment for a positive government decision.

A refusal, request for additional documents, government delay, portal delay, or negative decision by the authority is not a basis for a refund.

If submission cannot be completed solely because of a technical error by the Service Provider and the Service Provider cannot correct it within a reasonable time, the paid service fee is refunded, excluding any non-refundable bank or payment provider fees.

11. Additional Documents or Government Requests

If the authority requests additional documents or clarification after submission, the Client prepares and provides the requested documents or response.

The Service Provider uploads the Client's ready documents or response to the relevant official portal within the same previously submitted application at no additional charge.

This does not include legal drafting, legal analysis of the authority's request, translation, apostille, correction of documents, or preparation of new documents. The Service Provider performs only the technical upload of materials provided by the Client in ready-to-submit form.

12. Limitation of Responsibility

The Service Provider is responsible only for performing the technical submission with reasonable care based on the documents and information provided by the Client.

The Service Provider is not responsible for:

- the authority's decision;
- processing time after submission;

- requests for additional documents;
 - errors, omissions, or inconsistencies in the Client's documents;
 - incorrect information provided by the Client;
 - unavailability or malfunction of government portals;
 - failures of banks, payment systems, Telegram, email providers, cloud storage providers, or other third parties.
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13. Governing Law and Disputes

Unless otherwise required by mandatory consumer protection rules, this agreement is governed by the laws of Spain.

The parties will first try to resolve any dispute through good-faith communication.

14. Acceptance

By paying for the service and sending documents for submission, the Client confirms that they have read, understood, and accepted this Service Agreement.

The Client also confirms that they understand the service is limited to technical submission of a prepared document package and does not include legal advice or any guarantee of approval.