

Terms and Conditions

By using our website, you are automatically agreeing to the Terms and Conditions as defined below. Please read the following carefully before continuing to use our website.

1) Legal Definitions

For clarity, the following phrases and words are defined as shown below when used in the context of our Terms and Conditions:

- Any reference to "us", "our", "we" or "company" refers to our company and its subsidiaries
- The terms "you", "your", "yourself" and "user" refer to any individual user visiting this website
- "This site", "site", and "website" refer to www.estausa.com
- The phrases "service" or "services" refer to the ESTA or E-Visa application processing services we provide
- "Your information", "user information", "personal information" and "client information" all refer to any data about you, or those people you represent, that you provide to us for the express purpose of using our services
- The phrase "working day" means a day during the week when banks are open for regular business
- "Terms" refers to this site's Terms and Conditions

2) What We Offer

We offer to process and review electronic travel authorization applications for travel to the USA. Please note that our company and website (estausa.com) are privately owned and operated. They are not connected with any government department, agency or bureau. During your online application process you may see notes regarding further information about the travel authorization you are applying for. When you click on the associated button you are understood to be entering into an agreement with our company.

All visitors to our website have the option of lodging their own applications directly on the official government portal without our assistance. The application cost for a US travel authorization is currently USD \$ 14.00 charged directly by the US government. We will though not be able to assist with applications that we have not reviewed and processed.

3) Payment for our Products and Services

There is no charge to access our website, view our products/services or ask questions. However, we do charge for verifying, processing and/or reviewing applications. Before you start an ESTA application we will clearly tell you what the cost of our service will be. All individual USA ESTA applications processed are charged at USD \$ 83.00 each, which includes tax and the US government mandatory fee of \$ 14.00. There are no other fees charged. By completing the steps and clicking on the pay button, you are agreeing to the fee charged by our company.

Payment can only be made by credit card; all major brands are accepted. The cost of the service or product will be charged in U.S. dollars (\$).

If you use a credit card in a currency other than U.S. dollars, your credit card provider will convert the price in U.S. dollar into your local currency using their own exchange rate. The charge will show on your statement after 4-8 days. The transaction may also incur additional fees or card-use charges levied by your credit card provider. We have no influence over such additional fees.

4) ESTA Application Processing

It is your sole responsibility to find out whether a visa is required for you to visit another country before you travel. Depending upon your nationality and personal history, you may be eligible to apply for an ESTA (Electronic System for Travel Authorization) when traveling to the USA. To obtain an ESTA you must provide certain details about yourself, your passport and your reason for visiting the country.

Our website services provide online application forms with all the questions you will need to answer in order to submit an application for ESTA. Part of our specialized service is to review the answers you provide, along with your information, before we process and submit the application on your behalf. If we need any additional information or see anything that may jeopardize your application, we will contact you by email. Please note that any verification of information will delay the processing period.

Once we have ascertained that the information you have provided is valid and complete, we submit your application to the US government department for approval. If for any reason your application cannot be submitted for processing, we will inform you and refund your payment in full.

To receive a response to your ESTA application can take up to 72 hours. However, we advise all travelers to begin the ESTA application process as soon as possible, and at least 7 days before your departure in order to allow time for any unforeseen delays or problems.

5) What Happens if your E-visa or ESTA Application is Denied

If for any reason we are unable to process your application, you can submit another application using a different service provider. Alternatively, you can go directly to the relevant government website and submit an application yourself. The final decision to approve or reject any ESTA or E-visa application lies entirely with each government. If your application is denied, we recommend that you get in touch with the embassy or consulate representing the country you wish to visit and they will advise you of the best way to apply for a standard visa instead. This can take longer than a regular E-visa, so time should be allowed for this possible delay.

In exceptional circumstances, a government may choose to withdraw approval for an Electronic Travel Authorization (E-visa or ESTA) even after it has been approved. In certain situations, they are authorized to change the status from 'Approved' to 'Not authorized to visit with an E-visa'. Even if your application is approved, it is only an authorization to travel. It does not guarantee entry into the country you are intending to visit. The final decision lies with the Customs and Immigration Officer when you arrive at the port of entry. We cannot take any responsibility for any losses incurred if a decision is made to decline or withdraw

approval for you to enter a country. We cannot be held liable for any costs or claims resulting from such a decision.

6) Your Responsibilities

It is the sole responsibility of any traveler to comply with all requirements regarding their visit to a foreign country. You are required to answer all questions honestly and fully when making your ESTA or E-visa application. If any information is incorrect, you may not be allowed to board a flight or boat, or you may be refused entry to your intended destination country. In this instance our company cannot be held liable for any subsequent costs or inconveniences.

7) Our Contract

All orders made on our website consist of three mandatory pages with questions and payment information that must be completed by all customers. These actions can only be made by the customer who submits the order him/herself. We accept the offer to process the travel authorization once the complete application and payment are submitted. The order is accepted by us once we dispatch the email with the approved travel authorization. Purchasing our processing service indicates that the Terms and Conditions are accepted. This contract can be concluded in English or the language selected when completing the order. You have the option to withdraw from this contract by formally informing us in writing BY SUBMITTING THIS [WITHDRAWAL FORM](#) after payment is made.

8) Website Ownership and Accuracy

As a responsible company, we do everything possible to ensure that the information provided on our website is accurate and up-to-date. However, it may be possible for some statements to include errors, oversights, outdated or missing information and we do not accept liability for any problems or financial losses that may be incurred as a result. This includes both our company and/or estausa.com, whether the problems are material or immaterial, directly or indirectly arising from the use or access of the website and the information contained therein, including technical errors or other reasons.

The information we provide is based on publically available information and on our first-hand knowledge of ESTA and E-visas. The website content, products and materials are all provided on an 'as-is' basis and offers no warranty or guarantee of any kind, whether express or implied. We refute any and all warranties to the greatest extent permitted by existing law. This includes, but is not limited to, implied warranties, suitability for the purpose intended, sale-ability or non-infringement. The company in no way warrants or represents that any of the products, functions or services provided by our site are free of interruptions or errors. We cannot guarantee repair of any defects, or that the site and its servers are free of harmful components, viruses or malware. Our company cannot make any representations or warranties regarding use of material provided on this site regarding its accuracy, reliability, adequacy, timeliness, correctness, usefulness or any other functions. In some cases, the above exclusions and limitations are not allowed by certain governments so some of the above limitations may not be applicable to you.

The information provided on this website is intended to be used solely for personal and non-commercial purposes. Users are permitted to download content and store it on their personal computer, provided their use does not alter any trademarks or proprietary notices to copyrights. The information is not permitted to be redistributed, whether in the original language or as a translation.

In the case that you were directed to our website from a third-party website, our company cannot be held liable for their sites, use or content. They are beyond our control. If you choose to use any other provider or third party site, we advise that you read their privacy policy, terms and conditions as we are not responsible for any resulting problems. When we offer links to third-party sites, we take every precaution to ensure that those sites do not violate any laws. However, it is not possible or reasonable to expect that we can make an ongoing review of such sites. We choose only to link to websites where we have not detected any legal violations. If we do notice any violations or misconduct, we immediately take steps to remedy the situation for the safety of our own users.

9) Copyright Information

The content of this website and the site itself are protected by international copyright law and the copyrights laws governing each of the companies we choose to do business with. Anyone found violating those copyright laws without written consent from us will have legal action taken against them. This applies to design and content of the entire site and all elements and files within, including graphics, text, media files, forms, documents, stored data, page elements and associated software. These are all protected by international copyright laws and remain the property of our company at all times.

You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

10) Terms of Site Access

We grant you, the user, access on a limited basis provided the following limitations are respected:

- The site and its content are used for personal use only, along with any automatic caching by your browser
- None of the site or its content are used for commercial purposes
- The site is not modified without explicit permission in writing to make such changes
- None of the logos, graphics or text contained on this website are used without written permission from the company
- No framing, embedding or other techniques are placed on the site, its elements or pages
- No meta tags or hidden text are permitted using our trademark or name in any other website or page without written permission from the company
- External links to our home page are permitted provided the link in no way represents the company or site and is not deemed to be derogatory or offensive
- No site content is copied, either by hand or through automatic means (including robots or data mining), and made available to other organizations, businesses or commercial operations
- Any permissions or restrictions in the above apply to all content and elements of this site and may be revoked at will

11) Company information

12) Contacting Us

Users are invited to contact us by email. Do not send any documents or passports to us by regular post. By contacting us via email or through our website, you are agreeing that such communications are legal and lawful. We reserve the right to communicate officially with users solely by email or through the website. If you are unable or unwilling to communicate with us by email it may affect the service we are able to provide to you, and we may be forced to cancel your application. We cannot be held responsible for any lost or deleted application information if you choose not to communicate with us.

13) Feedback and Complaint Policy

We encourage all customers to provide feedback in order to resolve any matters and improve our services. Please email us at and write "Feedback" or "Complaint" in the subject field for immediate attention and resolution. We will prioritize your comment thoroughly and respond within 2 days.

14) Terms and Conditions - Future Changes

It is the user's sole responsibility to read and review all our Terms and Conditions. We reserve the right to change such Terms and Conditions without prior notice, for any reason. This may be due to changes in the law, security considerations or changes to the products and services we provide.

15) Complaint Handling Policy

The purpose of our Complaint Handling Policy is to address any dissatisfaction with the service provided. As a company we are committed to resolve any issues which are deemed to require a response. A complaint may be submitted in writing or orally.

Certain types of complaints may be considered as negative feedback which does not require a follow up response. We do appreciate feedback, positive or negative, to improve our services. However, this Complaint Handling Policy is only related to feedback which require a response. There is no cost to submit a complaint.

All complaints will be addressed the same day and followed up with accordingly. The complainant will be informed of the progress accordingly in a courteous manner. Our goal is resolve the issue and come to a solution that is fair for both parties. If we are unable to resolve the issue at hand within a reasonable timeframe, we will seek an alternative dispute resolution to negotiate and mediate the issue.

When making a complaint, please include as many details as possible in order for us to understand your problem and situation. Any supportive documentation may be included for reference. If you are not sure how to formulate the complaint, please contact us via email () and explain briefly the issue. We will do our best to resolve the issue.

Please email us at: and write "COMPLAINT HANDLING POLICY" in the subject field for immediate attention.

16) Termination of Service

We reserve the right to terminate our service with you for any reason at any time. This includes applications for ESTA and E-visas. If we discontinue or cancel our service to you, this will also include termination of your access to any part of our website, cancellation of any and all services, and cancellation of your personal online registration.

17) Legal Jurisdiction

Any disputes arising from our services or the use of our website are subject to the courts of United Kingdom. We also reserve the right to take legal action against users in the location of their domicile. In all circumstances the law applied will be that of United Kingdom.

Page last reviewed: 06 December 2017

Next review due: 06 March 2018