

TERMS AND CONDITIONS

By engaging Certificate Assist SA to provide the Services (as defined below), you irrevocably and immediately bind yourself to these Terms which form the contract between you as the Client and Certificate Assist SA as the service provider. If you do not agree to these Terms, you must cease use of the website and/or Services immediately.

- Submissions can take up to 1- 3 working days, however the application is submitted/ captured at DHA the day after we receive the application(s).
- Each application is unique and is dependent on when the record is found.
- Should any Home Affairs related services be impacted due to whatever reason namely System Failure (offline), printing issues or anything **Out of our control**, Certificate Assist cannot be held responsible for such delays for the services provided or Quoted. We will do our best to deliver according to the given time frames.
- In cases where original records that are used to populate certificates are lost / misplaced / Burnt/ water- wasted and no record found at Home Affairs, there will be an extended time frame and if possible we might come up with a solution IF there is one however this is something that cannot be foreseen before the application is started and we cannot be held responsible for **NO RECORD FOUND**. This is not always the case.
- Should the applicant or the child does not link with the Mother during the process of recreation of birth record please note the time frame will be further extended and should DHA not have a solution we will have to refund a portion paid towards the process undertaken.
- In a case where we have to submit your documents for Apostille at DIRCO, please take note once the documents have been submitted there is no way we can ask DIRCO to expedite. We have to wait until your document has been processed. We cannot be held responsible for DIRCO processing time frames as this is out of our control.
- Should we not be able to complete your application for any reason we will refund 60% to the client as we reserve the right to retain for admin fees per application, resources spent and Home Affairs fees.



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- We are POPI compliant – Upon completion of your applications we dispose all documentation. We do not want to compromise our clients trust as this is our priority to protect your documents.

