

OUR SERVICE PLEDGE

Next-day Response

Two-day Submission

We understand how important it is to offer you our prompt and quality professional services. Therefore we are committed to delivering this service pledge throughout the preparation and application process.

(A) Next-day Response:

Any request made before 4.30pm will be responded before the end of the next working day. Examples are illustrated in Note 1 below.

(B) Two-day Submission:

After all the documents are collected, the application will be submitted to Immigration by hand within two working days. For visa extension, the application can normally be submitted in the following working day.

Notes:

1. Examples of situations for "Next-day Response" are:
 - After receiving the kick-off request, with Client Profile, for a new visa application, the list of required documents with the relevant forms and templates will be sent out to client on the next working day;
 - Upon receipt of the application materials, we will review and comment the documents, as well as advise if any information is outstanding before the end of the next working day;
 - For collecting or returning application documents or travel documents to and from client, if the request by client is made before 4.30pm, the collection or return of documents will be completed before the end of the next working day.
2. Our usual working hours are 9am to 6pm from Monday to Friday, except for public holidays in Hong Kong. Under certain festivals, e.g. Christmas Eve, early dismissal at 4pm is usually applied.
3. Although we strive our best to uphold the above service pledge, this should not be considered as a guarantee and there could be cases which could lead us to complete the services with additional time.
4. In order to maintain our quality of the services to you and other clients, with minimum sudden interferences of our scheduled work, same-day response is not encouraged. But if it is absolutely necessary, on a case-by-case basis, same-day response could still be specially arranged, subject to our resources availability and extra service fee.