

# Terms of Service

Effective Date: July 27, 2026

Welcome to Green Case LLC (“Company”, “we”, “our”, or “us”). By accessing or using our website or services, you agree to be bound by these Terms of Service (“Terms”). If you do not agree with these Terms, please do not use our website or services.

## 1. Independent Company

Green Case LLC is an independent private company. We are not affiliated with, endorsed by, authorized by, or acting on behalf of any government agency, immigration authority, embassy, or consulate.

Our services are administrative, informational, and support services unless otherwise expressly agreed in writing. Any decision regarding visas, immigration benefits, travel authorization, residency, citizenship, or other government applications is made solely by the appropriate governmental authority.

## 2. Eligibility

Our services are available only to individuals who are at least eighteen (18) years of age.

By using our website or purchasing our services, you represent and warrant that you are at least 18 years old and have the legal capacity to enter into this agreement.

## 3. Services

Green Case LLC provides assistance and support related to immigration, travel documentation, and related administrative services.

The scope of each service is defined by the agreement, invoice, proposal, or order accepted by the client.

## 4. Payment Terms

Unless otherwise agreed in writing, payment must be received before work begins.

Government filing fees, embassy or consular fees, translation costs, courier fees, and any third-party charges are separate from our service fees unless expressly stated otherwise.

Failure to make payment may delay or prevent the commencement of services.

## 5. Estimated Processing Times

Any timelines or processing estimates provided by Green Case LLC are estimates only.

Processing times depend on government agencies and other third parties outside our control. We do not guarantee that any application will be processed within a specific timeframe.

## **6. No Guarantee of Approval**

Green Case LLC does not guarantee the approval of any visa, immigration petition, travel authorization, permanent residence, green card, citizenship application, or any other government benefit.

Final decisions are made exclusively by the relevant governmental authorities.

## **7. Refund Policy**

Refunds may be issued in the following situations:

- Duplicate payments;
- Payments made in error;
- Services that have not yet commenced.

Refunds will generally not be available once work has begun or after documents or applications have been prepared, reviewed, or submitted.

Government filing fees, consular fees, payments to third-party providers, and any fees already incurred on the client's behalf are non-refundable.

## **8. Limitation of Liability**

To the fullest extent permitted by applicable law, Green Case LLC's total liability arising from or relating to the use of our services shall not exceed the total amount actually paid by the client for the specific services giving rise to the claim.

Under no circumstances shall Green Case LLC be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages, including loss of profits, loss of opportunity, business interruption, or other economic losses.

## **9. Cookies**

Our website uses cookies and similar technologies to improve website functionality, enhance user experience, analyze website traffic, and maintain website security.

By continuing to use our website, you consent to our use of cookies in accordance with our Privacy Policy.

## **10. Intellectual Property**

All website content, including text, graphics, logos, images, software, and other materials, is the property of Green Case LLC or its licensors and is protected by applicable intellectual property laws.

No content may be copied, reproduced, distributed, or used without prior written permission.

## **11. Privacy**

Your use of our website is also governed by our Privacy Policy, which forms part of these Terms of Service.

## **12. Governing Law**

These Terms of Service are governed by and construed in accordance with the laws of the State of Florida, without regard to its conflict of law principles. Any disputes arising from or relating to these Terms shall be resolved in accordance with the laws of the State of Florida.

## **13. Changes to Terms**

Green Case LLC reserves the right to modify or update these Terms of Service at any time. The revised version will take effect as soon as it is published on our website.