



**ORDER FORM**

**TODAY'S DATE:** \_\_\_\_\_

**TRAVEL DATE:** \_\_\_\_\_

**READY DATE:** \_\_\_\_\_

TRAVELER'S FULL NAME: \_\_\_\_\_  
 ASSISTANT OR PARENT'S NAME: \_\_\_\_\_  
 COMPANY NAME: \_\_\_\_\_  
 SHIPPING ADDRESS: \_\_\_\_\_  
 PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

PASSPORT SERVICES		
PASSPORT PROCESS - U.S. DEPARTMENT OF STATE	TURNAROUND SERVICE	FEDERAL FEE
Renewal (\$170)	1-2 Business Days (\$550)	\$ _____
New or First (\$170 + \$35)	3-4 Business Days (\$385)	SERVICE FEE
Lost, Stolen or Damaged (\$170 + \$35)	5-6 Business Days (\$285)	\$ _____
Minors Under 16 y.o. (\$140 + \$35)	8 Business Days (\$165)	
Name Change/Amendments/Correction (\$60-\$170)		
Second (4-year) Passport (\$170)		
Passport Card (\$15, \$30, \$90)		

VISA SERVICES						
VISA PROCESS - FOREIGN CONSULATE/EMBASSY			TURNAROUND SERVICE		CONSULATE FEE	
COUNTRY	VISA TYPE				\$ _____	
_____	Tourist	Business	Other _____	Standard	Rush	
_____	Tourist	Business	Other _____	Standard	Rush	SERVICE FEE
_____	Tourist	Business	Other _____	Standard	Rush	\$ _____

ADDITIONAL SERVICES			
Apostille/Legalization	Translation	Passport Photos	FEE
Global Entry	Travel Voucher	Check Fee: \$5	
Notary: \$10/signature	FedEx Shipping: _____	Money Order Fee: \$10	\$ _____
Certificates (birth, death, etc.)	Signature: Yes No	Application Fee: \$25	

PAYMENT METHOD			GRAND TOTAL
Credit/Debit Card	Cash	Other (Specify)	\$ _____
Name On The Card: _____			
Card Number: _____ Exp: ____/____ CVC Code: _____			
Card Holder Signature: _____ Date: _____			
I authorize Arista/Delphi to charge my credit card for the services selected above.			

**SERVICE AGREEMENT - PLEASE VERIFY AND SIGN**

CUSTOMER SIGNATURE (or authorized representative):

X \_\_\_\_\_ DATE: \_\_\_\_\_

By signing this Order Form, I acknowledge that I have read and agreed to Arista/Delphi TERMS OF SERVICE (attached).

**DOCUMENTS PICK UP/DELIVERY - PLEASE VERIFY AND SIGN**

CUSTOMER SIGNATURE (or authorized representative):

X \_\_\_\_\_ DATE: \_\_\_\_\_

By signing above, I acknowledge that I have VERIFIED and RECEIVED all documents (including originals) pertinent to the process listed above.

# TERMS OF SERVICE

Arista Passport and Visa Services, Inc. (“ARISTA”) and Delphi Business Services (“DELPHI”), also known as “The Passport Pros”, will make every effort to provide you with accurate information and to obtain the travel visa, passport or other documents required for your international trip. ARISTA/DELPHI does not warrant any information that it provides, and you use and rely on ARISTA/DELPHI at your own risk. The following terms of service apply only to individual travelers who use ARISTA/DELPHI to assist in obtaining a visa, passport, or other travel document. ARISTA/DELPHI does not accept any liability for individuals or organizations obtaining information from ARISTA/DELPHI who do not submit an order to ARISTA/DELPHI for processing.

The data available on this website is solely for the use of ARISTA/DELPHI customers. ARISTA/DELPHI reserves the right to block website access and/or take legal action against any users it may deem to be using its written content without permission, or accessing the website for illegal or unauthorized use. ARISTA/DELPHI endeavors to provide the most current travel document requirements and related application forms, fees and processing times on our website and application kits. However, these items are subject to change frequently and without notice. The government agency issuing the visa or passport (“issuing authority”) will make the final determination as to the type of visa or passport, how quickly it will be issued and for what duration it will be issued. Prior to approval, the issuing authority may ask for additional documentation. The issuing authority may reject any visa, passport or other travel document application for any reason and may not provide a reason to ARISTA/DELPHI for the rejection. ARISTA/DELPHI does not issue visas or passports and cannot make any guarantee or assurances that any issuing authority will issue any document nor can ARISTA/DELPHI guarantee the time required for an issuing authority to grant or reject an application. Issuing authorities may choose to grant a different type of travel document than that which the applicant has requested which may impact the purpose, validity or number of entries. As a result, non-refundable tickets or reservations should not be purchased until all the required travel documents for your trip have been secured. ARISTA/DELPHI, in addition to the issuing authorities, reserves the right to prioritize processing according to the travel dates you provide. ARISTA/DELPHI service fees are assessed for taking reasonable actions to foster the issuance of requested travel documents.

Once ARISTA/DELPHI submits a travel document request to an issuing authority on your behalf, ARISTA/DELPHI service fees are non-refundable.

All fees paid to an issuing authority by ARISTA/DELPHI on your behalf are non-refundable, and if paid by you with a credit/debit card, are subject to a convenience charge of 3% over the amount to be paid to the issuing authority. In the event that a visa or passport application is submitted on your behalf and the request is rejected for any reason, ARISTA/DELPHI will, at your request, make an additional attempt to secure the travel document. Additional ARISTA/DELPHI service fees will not be assessed in case of State Department processes, but you will be required to pay any additional fees assessed when ARISTA/DELPHI is dealing with a foreign issuing authority (embassy, consulate, missions, etc.) and any fees assessed by the issuing authority. Orders cancelled prior to submission to the appropriate government agency will be assessed ARISTA/DELPHI’s standard consultation fee of \$30 per travel documents (a visa = a travel document; a passport = a travel document).

Unless otherwise noted on the order form, all orders will be enrolled in ARISTA/DELPHI’s customer database.

Payment of ARISTA/DELPHI service fees and all anticipated consular or embassy charges are due at the time of ordering service, unless account facilities have been agreed in writing prior to order. ARISTA/DELPHI reserves the right to retain passports and documents until full payment is received. ARISTA/DELPHI service fees are exclusive

of any consular, embassy or administrative charges imposed in connection with securing the requested services and must be paid regardless of the issuance of the visa or passport. Except where other facilities have been agreed in writing prior to order, ARISTA/DELPHI service fees vary according to the number of business processing days available to procure the service, beginning with the day all necessary and complete documents are submitted to the issuing authority, and concluding on the day of your specified need date. Consulate closings and holidays are excluded. Whenever rush or expediting service is made available, ARISTA/DELPHI will attempt to secure the fastest processing speed available at the consulate and recalculate the number of business processing days used. ARISTA/DELPHI service fees may change without notice. A complete listing of ARISTA/DELPHI service fees can be found on ARISTA/DELPHI's website ([www.thepassportpros.com](http://www.thepassportpros.com)).

A \$100 non-refundable deposit by credit card is recommended to secure a SAME-DAY or NEXT-DAY passport submission reservation. A \$25 payment by credit card is required for additional visa consultation and/or to obtain information not readily available or already posted on the ARISTA/DELPHI website per visa/country researched. Should you decide to move forward and hire ARISTA/DELPHI for the entire visa process, the \$25 amount will be used towards the ARISTA/DELPHI service fees.

When ARISTA/DELPHI returns your passport and documents, it is your responsibility to verify that all your personal details are reflected accurately, that the visas you require for your trip have been obtained, that the visas for each country you intend to visit are valid for the entry and exit dates of your visit, and that your passport is valid for at least six months beyond the completion of your trip. Please note that even when a passport or a visa is issued, a traveler may be denied entry since in each country the local immigration officials make the final entry decision. ARISTA/DELPHI recommends all travelers secure a visa prior to departure and do not attempt to obtain one "on arrival". ARISTA/DELPHI accepts no liability for travelers electing to obtain on-arrival visas. By engaging ARISTA/DELPHI, you agree that the sole remedy against ARISTA/DELPHI for damages in connection with any and all claims, cause of action, liabilities and damages for any kind shall not, in any circumstance for any reason, exceed the lesser of the service fees or direct costs of up to \$100 for the specified traveler. Consequential damages will not be covered. Refund requests and documentation of direct costs must be submitted to ARISTA/DELPHI within 5 days of occurrence. ARISTA/DELPHI will not be liable under any circumstance to compensate you for any loss, damage or delay of travel documents or other failure or fault in performance by any third party delivery company such as FedEx, UPS, DHL/Airborne, USPS, local delivery services and other delivery methods. Likewise, by submitting an order to ARISTA/DELPHI you agree that ARISTA/DELPHI will not under any circumstances be responsible for the loss, damage, or delay in returning of passport and documents by the consulates or passport agency, nor be liable for the failure of the consulate/embassy or passport agency to issue requested documents on time or at all. ARISTA/DELPHI reserves the right to refuse in its total discretion to handle any application or any item at any time and no reason need be given.

By submitting an order to Arista Passport and Visa Services, Inc or Delphi Business Services, you consent to allow ARISTA/DELPHI to store information included in your visa or passport request and you agree to all the terms and conditions set forth.

CUSTOMER SIGNATURE (or authorized representative):

\_\_\_\_\_ Date: \_\_\_\_\_