

Refund Policy – Curacao-Arrival.com

Curacao-Arrival.com offers an independent intermediary service designed to assist travelers with completing the required immigration documentation for entry into Curaçao. We are not affiliated with the government of Curaçao but facilitate the submission of necessary information through official channels.

1. Immediate Processing & General Policy

Our services are built for efficiency and speed. Once payment is completed, processing begins immediately, and in most cases, documentation is generated and delivered shortly thereafter. For this reason, payments are generally non-refundable once the service has been delivered.

2. Exceptions & Customer Satisfaction

We are committed to offering a clear and user-friendly experience. If you feel that our service did not meet expectations or if you were unaware that Curacao-Arrival.com is a private third-party intermediary, you are welcome to contact us.

Although we clearly communicate our independent status throughout the order process, we recognize that misunderstandings can occur. We therefore evaluate refund requests on a case-by-case basis. A refund may be granted in situations such as:

- If your documentation was not delivered as promised
- If the service was not processed at all due to a technical error
- If you reasonably misunderstood the nature of our service despite our disclosures

Refund requests may be submitted up to 120 days after the application date.

3. No Guarantee from Authorities

Curacao-Arrival.com cannot guarantee approval or acceptance by Curaçao immigration authorities. While we assist in correctly preparing and submitting your documents, the final decision rests with the relevant government systems. We are not responsible for outcomes after submission.

4. Contact Us

If you have questions about this refund policy or believe your situation warrants a refund, please contact us at:

Email: info@curacao-arrival.com