

## **Refund and Rescheduling Policy for Appointment Booking**

At Auzworld Migration and Auzworld Lawyers, we strive to provide a seamless experience for our clients. Below is our policy concerning refunds, appointment rescheduling, and service adjustment for migration and legal consultations:

### **1. Refunds for Online Payments**

- The amount paid for booking a consultation online is **fully refundable** if the cancellation is made **at least 24 hours prior** to the scheduled consultation time.
- To request a refund, please contact our office either by phone at **+61 2 96354744** or via email at **admin@auzworld.com.au**.

### **2. Consultation Fee Adjustment**

- If you choose to proceed with any service offered by Auzworld Migration or Auzworld Lawyers within **14 calendar days** following your consultation, the initial consultation fee will be **fully adjustable** towards the service fee.
- This adjustment applies to all paid consultations where a subsequent service is commenced within the specified period.

### **3. Rescheduling Appointments**

- Appointments can be rescheduled a maximum of **two times**.
- Any rescheduling must be requested **at least 6 hours prior** to the appointment time. This can be done by contacting us at **+61 2 96354744** or emailing **admin@auzworld.com.au**.
- For clients requiring an appointment at a time outside of the available online slots, please call our office to discuss potential alternatives.

### **4. Scheduling via Different Platforms**

- The same refund and rescheduling policies apply regardless of how the appointment was booked, whether via our website, online client portal, or by calling our office.

### **5. Free Appointments for Registered Clients**

- Clients whose cases are currently being managed by Auzworld Migration or Auzworld Lawyers are entitled to **free appointments** during the ongoing case process.
- Such appointments can be booked by phone, email, or through the client portal, ensuring continuous support throughout your case processing.

We are committed to accommodating your needs and ensuring a smooth experience. Please reach out to us with any questions or assistance regarding this policy.



Westmead, (Sydney, Australia)



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