

USA VISA PROLONGATION (EXTENSION) SERVICE AGREEMENT

This USA Visa Prolongation Service Agreement (“Agreement”) is made and entered into by and between:

Oki Doki PRO Solutions - FZCO, License : 72623, a company incorporated under the laws of the United Arab Emirates, with its principal office at **Dubai Digital Park - Building A1 - Nadd Hessa - Dubai Silicon Oasis - Dubai, UAE** (the “Company”), AND **[Client Full Name]**, holder of passport number [Passport Number] (the “Client”). Collectively referred to as the “Parties.”

Clause 1.

Purpose

The Client appoints the Company to provide administrative and documentation support for the application to prolong (extend) a USA visa or authorized period of stay, in accordance with this Agreement and as detailed in Schedule A.

Clause 2.

Scope of Services

The Company may provide, as selected in Schedule A:

- Assignment of a case manager for the Client’s application.
- Review of the Client’s eligibility for extension/prolongation.
- Preparation and/or review of required application forms (e.g., Form I-539, etc.).
- Preparation of supporting documents (cover letter, financial and justification statements, itinerary, etc.).
- Guidance on gathering and presenting necessary evidence for the extension.
- Submission of the extension application online or by mail (where applicable).
- Tracking and updating the Client regarding application status.
- Consultation regarding any requests for additional evidence (RFE) received from USCIS or the consulate.
- Additional services upon request (e.g., translations, courier, attestations), subject to extra fees.

All selected services and deliverables are described in **Schedule A**.

OKI DOKI PRO SOLUTIONS - FZCO. License : 72623

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Clause 3.**Client Responsibilities & Required Documents**

The Client must:

- Provide complete, accurate, and truthful information and documentation as requested by the Company, within advised timeframes.
- **Required documents may include, but are not limited to:**
 - Copy of valid passport and current USA visa
 - Proof of funds (bank statements, etc.)
 - Evidence supporting the reason for extension (e.g., medical, business, family, tourism, etc.)
 - Copy of return ticket (if already booked)
 - Completed Company questionnaire
 - Any prior correspondence or approvals with USCIS or US consulate (if any)
 - Any other documents listed in Schedule A or requested by the Company
- Pay all service fees as invoiced.
- Respond promptly to Company communications and provide any additional information or documents if requested.
- Review and approve all application materials prior to submission.

Clause 4.**Fees and Payment**

- All service fees, including any additional charges for urgent processing, translations, or courier, are specified in **Schedule A** or the Company invoice.
- All fees are payable in advance and are non-refundable, except as provided in Clause 8.
- Any official filing/government fees (e.g., USCIS or consular fees) are paid by the Client directly and are not included in Company service fees.
- The Company will notify the Client of any changes in official/government fees as applicable.

Clause 5.

Company Responsibilities & Limitations

- The Company will prepare and submit the application with professional care and according to current USCIS or consular requirements.
- The Company does **not guarantee approval** of any application, any particular processing time, or the granting of any extension, as these are solely at the discretion of US immigration authorities.
- The Company is not responsible for delays, requests for additional evidence, or rejections caused by incomplete, inaccurate, or insufficient information or documentation from the Client.
- The Company's responsibility ends upon submission of the application (unless post-submission tracking or RFE response is included in Schedule A).

Clause 6.

Refunds & Cancellations

- No refunds will be provided for government decisions (denials), client withdrawal, or delays outside the Company's control.
- If the Company fails to submit the extension application as agreed, the Client may request a refund of service fees (minus administrative or third-party costs).
- No refunds are available once the application has been submitted.
- Any refund approved will be processed within the timeline stated in Schedule A (or, if not specified, within 7–21 business days).

Clause 7.

Limitation of Liability & Indemnity

- The Company's maximum liability to the Client shall not exceed the total amount paid for services under this Agreement.
- The Company is not liable for indirect, consequential, or special damages, including loss of opportunity, profit, or savings.
- The Client indemnifies and holds harmless the Company for any losses or damages arising from breach, false information, missed deadlines, or non-compliance with this Agreement.

Clause 8.

Data Protection & Confidentiality

- The Company will keep all Client data confidential and process personal data in line with UAE Federal Decree-Law No. 45 of 2021.
- Information will only be shared as needed for processing the extension or as required by law.
- Reasonable measures will be taken to protect all data.

Clause 9.

Client Conduct

- The Client must treat Company staff respectfully.
- Abusive, threatening, or harassing conduct may result in immediate termination and forfeiture of fees.

Clause 10.

Force Majeure

- The Company is not liable for delays or failures resulting from events beyond its control, including but not limited to government shutdowns, system outages, natural disasters, or changes in immigration law.

Clause 11.

Governing Law & Dispute Resolution

- This Agreement is governed by the laws of the United Arab Emirates.
- Disputes will be resolved by binding arbitration in Dubai under the rules of the Dubai International Arbitration Centre (DIAC).

Clause 12.

Other Terms

- **Entire Agreement:** This Agreement (including Schedule A) constitutes the full understanding between the Parties.
- **Amendments:** Any changes must be in writing and signed by both Parties.
- **Severability:** If any part is unenforceable, the remainder remains effective.
- **Assignment:** The Client may not assign this Agreement without written consent from the Company.
- **Validity:** All services must be used within the period stated in Schedule A; unused services after this period are void.

**Clause 13.
Marketing Consent (Optional)**

The Client may receive future marketing communications from the Company and may unsubscribe at any time.

**Clause 14
Signatures**

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date(s) written below.

Oki Doki PRO Solutions - FZCO

Client

Authorized Representative: Veniamin Gerasimov

Full Name: [Client Full Name]

Signature:

Signature:

Date:

Date:

Schedule A – Service & Fee Summary

This Schedule A forms an integral part of the USA Prolongation (extension) Visa Services Agreement between Oki Doki PRO Solutions - FZCO and the Client named below.

Client Details

- **Client Full Name:** [Client Full Name]
- **Passport Number:** [Passport Number]
- **Number of Applicants:** [Number of Applicants]

Selected Services

Service	Included
Eligibility review	✓
Documents review & organization	✓
Application form completion and Submission	✓
Detailed travel itinerary preparation	✓
Supporting documents guidance and preparation (cover letter, financial proof, etc.)	✓
Translation services	
Attestation/legalization	
Courier service (document delivery)	

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Fee Breakdown

Package	Price
USA visa prolongation (extension) for [Number of Applicants] applicant(s).	AED [Price]

Company processing time: 2 business days after receipt of all documents.

Signatures

By signing below, both Parties acknowledge and agree to the details, selected services, and fees described in this Schedule A.

Oki Doki PRO Solutions - FZCO

Authorized Representative: Veniamin Gerasimov

Signature:

Date:

Client

Full Name: [Client Full Name]

Signature:

Date: