



## **TERMS AND CONDITIONS**

- a) You hereby certify that the information provided on this application is true, accurate and correct to the best of my knowledge.
- b) You understand that this evaluation is advisory in nature and the Universal Evaluations assumes no liability for consequential damages when the desired equivalency cannot be recommended.
- c) You agree to reimburse Universal Evaluations for any and all costs, including legal expenses, which it may incur as a result of any claim that you (or anyone having an interest in your earnings or services) may make based on the evaluation determination which Universal makes relying on this application.
- d) You hereby certify that you have read the instructions and conditions provided with this form and agree to the terms stated therein.

## **TRANSLATIONS AND PHOTOCOPIES**

All non-English documents must be accompanied by certified English translations. Photocopies of original documents on which English language translations are based must accompany the application. All photocopies become the property of Universal Evaluations.

## **VERIFICATION**

Universal Evaluations reserve the right to request original documents for verification purposes. Such documents will be returned if payment for return postage (\$20.00 return document fee) is received. Universal Evaluations reserves the right to verify documents with issuing institution(s) and/or request that a credential be issued in English if the issuing institution prepares English language credentials.

## **REQUEST FOR ADDITIONAL DOCUMENTATION**

In case of missing translations or matching native language documents, the applicant will be notified by mail. An evaluation report will be prepared ONLY after all supporting materials have been submitted to the satisfaction of Universal Evaluations.

## **EVALUATIONS FOR INSTITUTIONS**

Most applicants are referred to Universal Evaluations by agencies or institutions. When this is not the case, applicants are advised to check with the agency or institution to which they intend to submit the report to make certain that the report will be recognized.



### **FORGED AND ALTERED DOCUMENTS**

When it has been determined that ANY documents submitted have been forged, altered or falsified in any way, the application will be cancelled, no evaluation report will be prepared and no refund will be made. The documents become the property of Universal Evaluations. All recipients indicated on the application will be notified.

### **PROCESSING TIME**

Standard processing time to prepare reports is two weeks from the receipt of all required fees, information and documents unless special research is required. Please be aware that sometimes the evaluations can take longer. Turnaround time for rush service is either one business day or three business days from receipt of all required documents, fees and information unless special research is required. If special research is required and the evaluation cannot be completed within the requested rush processing time frame, the applicant will be notified. The report will be completed as soon as a thorough and professional evaluation can be prepared and the Rush Service Fee will be refunded. Business days are Monday thru Friday, excluding national holidays. Please note that turnaround time refers only to the time it takes to complete the evaluation. This does not include postal transit time.

### **REFUNDS**

Refunds are only issued when the amount paid exceeds the amount required for the services rendered, and then only the excess amount will be refunded. In the event that a Rush Service evaluation cannot be completed and all required documentation has been submitted, the Rush Service Fee will be refunded. No refund will be made when an application is canceled or when the applicant fails to provide the required documentation.

### **GUARANTEES**

Universal Evaluations guarantees that each evaluation is prepared by a qualified professional evaluator. Conclusions stated in an evaluation report reflect the judgment of Universal Evaluators. Evaluations are based upon the best information and resources currently available to professional evaluators in the United States at the time the report is prepared.

Universal Evaluations reserve the right to reassess educational equivalencies as additional information becomes available.

Universal Evaluations cannot guarantee that any applicant will agree with the evaluation report. Universal Evaluations can accept no responsibility for judgments or interpretations made by an applicant, or by any third party who may disagree with the evaluation report made by Universal Evaluations.

Universal Evaluations reserve the right to refuse an application for evaluation.