



Policy on Refunds, Denial of Service, Special Offers, Discounts, Credit Collection, Professional Standards, and Scope of Responsibility

Credit policy

Payment is expected at the point of service for notarization type activities or by invoice within 30 days of the date of the invoice. Individuals or companies determined by Justice Jonjy Ananth LLC to have poor credit-worthiness per our credit and collection policy may be denied service.

Denial of Service

Individuals or companies who have no business to transact, engage in misconduct, are asked to leave at the discretion of the proprietor under no trespass laws, or pose a threat to themselves or others may be denied service.

Refund Policy

We provide refunds after payment, but no attempt was made by us to perform the service and the client requests a refund. We may also provide a refund if the client paid by accident a amount that was not charged correctly. We may provide a refund if the client was dissatisfied with the service provided that the refund is requested at the point of service at the time of service and any service performed is nullified.

Fee Waiver Policy

If there is a problem with the notarial certificate or seal, such an incorrect or missing date, signature, name, or stamping, we will repeat the notarization at no extra charge.

Fee Discount Policy

1. Discounted service is offered for the following reasons:
2. Order quantity - order 7 or more services
3. Total Order value - above 300
4. Strategic customer - customer who has left a review, referred a client, or otherwise is a lead getter
5. Keeping customers - repeat customer of 3x
6. Buy now - Discount for purchase made at the point of offer



7. Cash purchase - - for payment in cash
8. Sooner order - to encourage purchase made within a short period after offer
9. Sooner payment - to encourage earlier invoice payment
10. Promotion - to promote a flagging product or during oak season for a bundled product or another product
11. Sale - to promote sales during trough periods

Special offer Policy

1. Bundling (buy one get one free)
2. Price cap
3. Complementary service, referrals, clearance services
4. Complementary service within territory
5. High quality vendors and customers only (i.e. fairtrade etc)
6. Exclusive service

Scope of responsibility

- I. We are not responsible for:
- II. anything in the document other than the notarial certificate and seal.
- III. preparing legal documents, representing clients in legal process, providing analysis on legal questions, and conducting legal research.
- IV. the legal accuracy or reliability of the document or transaction.
- V. accidental or fraudulent mistakes in translation so we require the entire document package to be presented to us in English text or signed by a sworn certified translator.
- VI. missing identification credentials and documents. We also cannot accept responsibility for items left behind if left unattended.



VII. errors concerning

- Non-clients
- Standard best practice
- Adherence to standard best practice
- No damages being suffered by the client

We make no assertions or guarantees concerning the content and substance of the document or underlying transaction to the legal process being notarized, served, officiated, or otherwise transacted.

If a mistake does occur, we suggest following up with an attorney, the document originator, and document recipient for more information.

Policy on Professional standards

Staff are required to maintain the highest professional standards at all times adhering to the following values:

- Respect
- Stewardship
- Advocacy
- Customer first/Devotion
- Humility
- Confidentiality
- Honesty
- Fidelity