

# Immigration service policy

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Lawpoint.ca - Immigration service policy This policy applies to services provided by Lawpoint that involve communication with Citizenship and Immigration Canada.

## - Overview

- Lawpoint provides immigration-related services to its clients based on the best and most efficient immigration practices to date, according to clients' requirements.

- Decision on every particular immigration case is to be made by Canadian immigration authorities only.

- Lawpoint will undertake all reasonable measures towards desirable decision in every immigration case.

- Lawpoint have no control over application processing by Canadian immigration authorities (including processing time), though Lawpoint will make efforts to perform all its tasks in most prompt and proficient manner.

## - Providing services

- Lawpoint will provide to the client in written form the list of services to be provided in particular case.

- Lawpoint will explicitly set out in writing the goals, that being achieved will mean the completion of the particular case and discharge of reciprocal agreements with the client.

- Lawpoint reserves the right to cancel any service agreement unilaterally as a result of broken communication with the client, following the cancellation procedure described below.

## - Communication with clients

- Lawpoint shall convey all important information regarding the client's case in written form, either via email or lettermail. This includes, but is not limited to: brief description of services provided under particular agreement, pricing, information and/or documents requests and other inquiries, case reports, suggestions etc.

- If contradiction occurs between written and oral matters, all statements set out in any written form have precedence regardless.

- To maintain flawless and error-free communication, Lawpoint advises its clients to use lettermail, email and instant messaging to convey important information and to confirm arrangements made in verbal form.

- Clients are required to provide their complete and correct contact information before any actions are undertaken by Lawpoint, and promptly update contact information in case of any changes.

## - Information trustworthiness

- Lawpoint is not liable for any incorrect, misrepresented, or outdated information provided by the client. It is the client's sole responsibility to provide correct up-to-date information to Lawpoint. Lawpoint will make efforts, but is not required to reveal possible inaccuracies in the information, provided by the client.

- Lawpoint is not liable for any unwanted case outcome or other consequence caused by incorrect, misrepresented or outdated information provided by the client.

## - Maintaining communication

- In order to provide flawless and timely services, Lawpoint requires that its clients are reachable via contacts provided.

- Lawpoint will make efforts to respond to any incoming correspondence and messages within not more than 5 business days.

- Lawpoint will explicitly set the reasonable deadline for its every request to the client. If no response is received by the deadline, Lawpoint may decide to cancel service agreement with particular client after one reminder and one final notice, both sent via lettermail to the last known client's contact address. Client is required to provide by the deadline either the information requested, or the notice that more time is needed to fulfill the request.

## - Adherence to this policy

- Clients are advised to print and keep the copy of this policy until all reciprocal agreements with Lawpoint are discharged. Click the printer icon on top of this page to print this policy now, or click the PDF icon to store a copy in Adobe Acrobat format in your computer.

- When and if any changes are made to this policy, Lawpoint will make announcements on the front page of its website in regards to the changes, unless they are made to correct typos or similar inaccuracies. This policy was last changed on August 27, 2008. You may also wish to read our Privacy policy