

Refund Policy – Aruba-Entry.com (ED Card Aruba)

Aruba-Entry.com offers an independent intermediary service designed to assist travelers with completing the required Electronic Disembarkation/Embarkation Card (ED Card) for entry into Aruba. We are not affiliated with the government of Aruba but facilitate the submission of necessary information through official channels.

1. Immediate Processing & General Policy

Our services are designed for efficiency and speed. Once payment is completed, processing begins immediately, and in most cases, documentation is generated and delivered within the promised timeframe. For this reason, payments are generally non-refundable once the service has been delivered.

2. Exceptions & Customer Satisfaction

We are committed to offering a transparent and user-friendly experience. If you feel that our service did not meet expectations or if you were unaware that Aruba-Entry.com is a private third-party intermediary, you are welcome to contact us. Although we clearly communicate our independent status throughout the order process, we recognize that misunderstandings can occur. Refund requests are evaluated on a case-by-case basis. **A refund may be granted in situations such as:**

- If your documentation was not delivered as promised
- If the service was not processed at all due to a technical error
- **If you reasonably misunderstood the nature of our service despite our disclosures**

Refunds will always apply to our **service fees**. Please note: the **mandatory government fee of \$20 charged by Aruba Immigration cannot be refunded** if it has already been paid on your behalf. In such cases, only our service costs will be refunded.

3. No Guarantee from Authorities

Aruba-Entry.com cannot guarantee approval or acceptance by the Aruba immigration authorities. While we assist in correctly preparing and submitting your documents, the final decision rests with the government systems. We are not responsible for outcomes after submission is completed.

4. Contact Us

If you have questions about this refund policy or believe your situation warrants a refund, please contact us at:

Email: **info@aruba-entry.com**

We will review your case promptly and do our best to resolve any concerns.