



# New Client or New Service Set-up Form

Complete all items before requesting services

Applicant Name: \_\_\_\_\_

Date of Birth of Applicant: \_\_\_\_\_ Travel Date: \_\_\_\_\_

Shipping Address (if picking up, write "Personal Pick Up"):  
\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone # \_\_\_\_\_ Cell Phone # \_\_\_\_\_

Email: \_\_\_\_\_

### **Return Shipping Options:**

(Check one of the options below)

I have enclosed a pre-paid FedEx label for return shipping

Use my FedEx Account Number: \_\_\_\_\_

I have paid for shipping through the online payment portal

Charge my credit card for return shipping (Check one of the options below):

*Please note that packages are ALWAYS sent marked with a "Direct Signature" request*

\$180 for Same Day Airport Delivery

\$80 for FedEx First Overnight Delivery (est. 8:00 am delivery time)

\$45 for FedEx Priority Overnight Delivery (est. 10:00 am delivery time)

\$90 for FedEx Saturday Overnight Delivery (this option applies only to clients whose passports will be shipped on a Friday)

**Terms of Conditions:** Embassies/Consulates/US Passport Agency officials may request additional documentation at their discretion and in declining issuance of travel documents may not in some instances disclose the reason for denial of a passport/visa. IAG cannot be held responsible for delays in processing due to incomplete, inaccurate, or missing documentation including, but not limited to: missing or incorrect proof of identity, proof of U.S. Citizenship, Legal Residency of United States, proof of travel, missing photographs, or incorrect passport execution fees. IAG cannot be held responsible for the actions and/or decisions made by the Consulates or U.S. Passport Agency. Should your application be rejected for whatever reason, you bear the cost of return shipment of your documents and all expediting fees are non-refundable: No exceptions. Compensation is not available. Please Note: If you: 1. Owe Child Support (in arrears), 2. Are wanted for arrest, 3. Are currently serving probation, 4. Are under order to appear in court (subpoena), 5. Are wanted for extradition, your passport application will be denied and any monies you have paid to have your passport application expedited will be forfeited. IAG will not be responsible for loss or delay caused by events that we cannot control, including, but not limited to: weather conditions, acts of public enemies, war, strikes, civil commotions, or acts or omissions of public authorities (including passport and embassy consular officials) with actual or apparent authority. IAG is not responsible for any documents inadvertently held or lost by embassies/consulates or US Government Agencies. Should this occur, which is highly unlikely, we will work to recover the documents from the agency or consulate. IAG makes no other warranties, expressed or implied. In no event will IAG be liable for any indirect, incidental, or consequential damages. Further, IAG's total liability with respect to each passport application shall be limited to the amount of the IAG's service fee paid by you. IAG will not be held liable for any delays caused by FedEx or any other type of courier/delivery service used to ship your documents to and from our office.