

Refund Policy

Fees paid under the Budget plan are generally non refundable, so please make your decision to use this service carefully. If you have questions about the service you have been provided please contact our client service officer at clientcare@oceaniadevelopment.com. If you have a concern about our service we will meet our obligations under the Consumer Guarantees Act to provide a remedy.

If you have any concerns about invoices or are unhappy with any other aspect of our service please inform us immediately. You will be referred to our Client Care and Compliance Officer who will do her utmost to investigate whatever it is that you are unhappy about, within 3 working days. This will be at no cost to you. Misunderstandings can arise and it is important to act quickly upon these to be resolved by our Client Care and Compliance Officer with little inconvenience or disruption to your file. There are formal procedures available, which either OCEANIA or the relevant governing immigration authority, i.e. in Australia, the Migration Agents Registration Authority (MARA); and in New Zealand, the Immigration Advisers Authority (IAA); in Canada, the Canadian Society of Immigration Consultants (CSIC) and in the UK, the Office of the Overseas Immigration Services Commissioner (OISC), if you have a concern which is not resolved to your satisfaction.