

Title: The Nigeria Immigration Service Online Payment Refund Policy

Introduction

Due to the real-time nature of electronic payment processing, all payments made through the Nigeria Immigration Service (NIS) Online Application Portal shall be regarded as **final, non-cancellable, and non-refundable**, except in cases expressly provided for under this policy.

Any request for a refund must be supported by appropriate and verifiable documentation and shall be subject to review and approval at the sole discretion of the Nigeria Immigration Service.

1. Eligibility for Refund

Refunds may be considered in the following situations:

Passport:

- **Double Payment:** Where more than one payment is made for a single application.
- **No Appointment:** where the applicant has not booked appointment except in the case of contactless applications.

Visa:

- **Double Payment:** Where more than one payment is made for a single application, such applicant shall be eligible for a refund.

2. Non-Refundable Situations

Refunds will not be granted under the following circumstances:

Passport:

- Where appointment has been booked.
- Errors or inaccuracies in the application are discovered after payment has been completed.
- Where an applicant initially pays for a 32-page passport and subsequently submits a new application for a 64-page passport, or vice versa.
- Where two applications are submitted for the same person, resulting in duplicate payments.
- Where an application is queried or rejected.

Visa:

Payments for visas are non-refundable except in the event of double payment.

Validity Period:

Refund requests must be submitted within 21 days of the payment date. This is applicable to both passport and visa applications.

3. Refund Request Process

To request a refund:

- Email: **support-payments@immigration.gov.ng**
- Provide the following Details:
 - Applicant's Full Name
 - Application ID
 - Payment Reference Number
 - Any supporting documents (e.g., proof of debit).

4 Processing Timeline

Approved refund requests are processed in the order received and typically take 6 weeks after receipt of the complaint by NIS.

5 Abuse of Policy

The Nigeria Immigration Service (NIS) has the right to take action against fraudulent refund claims or policy abuse, including blocking portal access, reporting to relevant authorities.

6 Policy Updates

NIS may update this policy at any time. The latest version will be published on the official website: <https://www.immigration.gov.ng/refundpolicy>

7. Disclaimer

This refund policy applies only to payments made through the Nigeria Immigration Service (NIS) Online Application Portal. The approval or rejection of any refund request is solely at the discretion of the Nigeria Immigration Service and subject to verification of the information provided.