



REFUND POLICY

The NIRA has the following policy regarding refund payments. This policy aims to explain to customers and staff when the Agency will make refunds on service and product fees and how they will be calculated. NIRA may update this policy whenever it deems it fit, and the details of which will be lodged on our website. Definitions In this Policy, the following terms shall have the following meaning except where the policy otherwise requires: - “Service Fees”: These are fees paid per application in addition to the regular fees for certificate delivery within seven working days or 48 hours after receipt of payment for local customers. International customers do not pay an additional service fee” “Applications”: These are completed forms requesting copies for certificates. Applications are submitted online via the NIRA website, www.NIRA.gov.jm or at any of the ten NIRA locations. “Products”: All articles, commodities, goods produced by the Office of the Registrar-General. This does not include certificates.

- **Full Refunds:** The Office of the Registrar-General will issue full refunds of fees paid for applications only in special cases. You will receive a full refund of fees paid if the product you requested arrived damaged and after investigation it has been determined that the damage is as a result of NIRA’s negligence.
- **Partial Refunds:** You will receive a partial refund of the fees paid if:
You supplied accurate and complete information on your application form and the Office of the Registrar-General did not complete production of the certificate(s) within the agreed time.
Or
You requested a Birth certificate on the Express of Seven Day service and in satisfying your request the NIRA found that the name of the child was not included on the original record.

- Partial refunds will be calculated as follows:
- Refund = Service Fee
- Service Fees are charged as follows:

SERVICES	COST
Seven to Ten Day Service Fee (Birth\Death\Marriage application)	JM\$ 1000.00
Express Service Fee (Birth\Death\Marriage application)	JM\$ 2500.00
Seven to Ten Day Service Fee (Late Entry of Name\Re-registration\Status\Adoption application)	JM\$ 2000.00
Express Service Fee (Late Entry of Name\Re-registration\Status\Adoption application)	JM\$ 4000.00
Seven to Ten Day Service Fee Late Registration application	JM\$ 2500.00
Express Service Late Registration application	JM\$ 6000.00

Partial refunds of fees paid for products will not be issued.

- **Exceptional Circumstances:** The NIRA will consider exceptional circumstances to those described above on a case-by-case basis on direct application to the Authentication, Verification and Identity Department.
- **Withdrawing your application:** If you wish to withdraw your application you must contact the Customer Care Unit. Please note that the Office of the Registrar-General will not issue any refund of fees at this stage.

- **How to Request a Refund:** You should take a copy of your payment receipt along with your Voters ID, Driver's License or Passport to the Refund Cashier at Head Office or to the Administrative Assistant at any of the NIRA's Regional Offices. Refund amounts will be issued to the person whose name appears as the applicant on the application. If you are an International customer write to the Authentication, Verification and Identity Department, Office of the Registrar-General, Twickenham Park St. Catherine and enclose a copy of the payment receipt. Refund cheques will be made payable to the applicant.

Definitions In this Policy the following terms shall have the following meaning except where the policy otherwise requires: -

- “Applications”: These are completed forms requesting copies for certificates. Applications are submitted online via the NIRA website, www.rgd.gov.jm or at any of the ten NIRA locations.
- “Products”: All articles, commodities, goods produced by the Office of the Registrar-General. This does not include certificates.

If you're not completely satisfied with the certificates or products you received, take it back to us. In the case of certificates, we will make a check of our records to determine the validity of the information printed on your certificates. If the error was made as a result of our negligence, then we will make the corrections at no cost to the customer. If the NIRA is not at fault, then the customer will be advised on how best to correct the error.

If the product received is not what you requested, the NIRA will correct the error at no cost to the customer. If the products you received are damaged, the NIRA will conduct a thorough investigation. If it is determined that the damage is a result of our negligence the product will

be replaced at no cost to the customer. If it is determined otherwise the NIRA will not be liable for the damage caused to the product.

To return certificates or products to the NIRA, please take the receipt you received at the time payment was made as well as the exact number of certificates or products you received from us. The NIRA will not accept certificates or products for correction if the amount being returned is fewer than the number previously issued. You may return damaged products or certificates with errors, to any of our ten locations. To find the NIRA office nearest you, please use our office locator, or call 876-619-1260 for civil registration service.

We recommend that certificates that have been received and deemed to be incorrectly printed, be returned to our offices either in person or by mail. Kindly send notation with the perceived error. Returns are sent to our Query Unit to be investigated. Certificates which are corrected will be processed and the customer contacted to ascertain if they will have someone collect the certificate in office on their behalf or if they are willing to pay the required mailing fee.

Transaction Security

We value the safety of your credit card information. To that end, we use Secure Sockets Layer (SSL) technology, a highly sophisticated method of scrambling data as it travels from your computer to our website's servers.

To make sure you are accessing our secure server before you submit personal financial information, look at the lower left-hand corner of your browser. If you see an unbroken key or a closed lock (depending upon your browser), then SSL is active. To double-check for security, look at the URL or Location line of your browser. If you have accessed a secure server, the first characters of the address in that line should change from "http" to "https."

Some browser versions and firewalls don't permit communication through secure servers like the ones we use to process orders at NIRA.gov.jm. If, for any reason, you cannot access the secure server, please feel free to call or visit any of our ten locations. Our Customer Service Representatives will be happy to assist you.

We do our best to provide a safe and convenient online shopping experience. When you make a purchase at NIRA.gov.jm, we safeguard the integrity of your credit card information. If you're not comfortable shopping online and would prefer to make your payment at a NIRA office, just visit any of our ten locations. Our Customer Service Representatives will be happy to assist you.

Delivery Policy

The Office of the Registrar-General (NIRA) has the following policy regarding delivery of certificates and products. NIRA may update this policy whenever it deems it fit and the details of which will be lodged at our website.

DEFINITIONS

- In this Policy the following terms shall have the following meaning except where the policy otherwise requires: - “Applications”: These are completed forms requesting copies for certificates. Applications are submitted online via the NIRA website, www.NIRA.gov.jm or at any of the ten NIRA locations.
- “Products”: All articles, commodities, goods produced by the Office of the Registrar-General. This does not include certificates.

The Office of the Registrar-General processes applications for certificates.

JAMAICAN CUSTOMERS

- **Ordinary Service** Applications submitted on the ordinary service will be processed within 4-6 weeks of payment.
- **Seven to Ten Day Service** Applications submitted on the Seven to Ten Day Service will be processed within seven to ten working days of payment.
- **Express Service** Applications submitted on the Express Service will be processed within three to four working days of payment.

- **Next Day Service Applications** submitted on the Next Day Service before 3:00 pm on a regular business day will be processed and delivered to the office of your choice within 24 hrs of payment. Customers are required to have a previously computer-generated certificate.
- **Same Day Service Applications** submitted on the Same Day Service before 12:00 pm on a regular business day will be processed the day of payment. Customers are required to have a previously computer-generated certificate. Pickup is at the Head Office/Twickenham Park only.

ORDERS FROM OUTSIDE OF JAMAICA

- **Ordinary Service** Applications submitted on the ordinary service will be processed and mailed within 4-6 weeks of payment. Certificates will be sent by registered mail and will be delivered to the address stated on the application form.
- **Express Service** Applications submitted on the Express Service will be processed and mailed within 7-10 business days of payment. Certificates will be sent by DHL to the address stated on the application.

Customers outside of Jamaica should allow two weeks mailing and delivery time for ordinary service.

All certificates are delivered by courier to the address stated on the application form. We will always contact you by phone or email if there are any delays with processing your application. You can also check the status of your application online on the applications page.

The processing of your application will be delayed if you do not provide complete and accurate information on your application form. You will be informed by phone or email if

this happens and the Office of the Registrar-General is free from any claims in respect of providing the said certificates within the prescribed time. See our disclaimer

PRODUCTS

All products requested and paid for online via the Office of the Registrar-General website will be delivered by courier to the overseas address stated on the order form. All products on the seven-to-ten-day service orders will be delivered within 7-10 business days. All four-to-six-week service orders will be delivered within 4-6 weeks. We will always contact you by phone or email if there are any delays with processing your order. Customers are also encouraged to track their applications and contact the NIRA if they are seeing any delays. All products requested and paid for online via the Office of the Registrar-General website with a local address and the pickup location shown as Tara Couriers will be delivered by courier to the address stated.

Address only delivery: means the certificate will be delivered to that address specified by the customer to the NIRA and any adult at that location can sign for the receipt of the certificate. This signature is captured on a handheld device as a digital image. The cost for this address only delivery service is \$1,256.38.

Consignee only delivery: means the certificate will be delivered only to the customer as specified by the RGD. In this case, the customer will have to provide a valid government issued identification card before receiving the certificate (s). Upon receipt, the signature of the customer and the government issued identification card will be captured by the courier on a handheld device as a digital image. The cost for this consignee only delivery service is \$1,917.63.

Certificates will be delivered to customers within 2-3 days of pick-up, in the Corporate area and in areas where branch offices are located.

Certificates will be delivered to customers within 3-5 days of pick-up, in areas outside of the parish in which the branch office is located.