

Terms of Use

Effective Date: 2025

Welcome to DipX, LLC (“DipX,” “we,” “our,” or “us”). By accessing or using our website, online content, or consulting services, you agree to comply with and be bound by these Terms of Use (“Terms”). Please read them carefully before using our website or services. If you do not agree with these Terms, you must not use our website or services.

1. Services Provided

DipX, LLC provides **nonimmigrant visa consulting services**, including tourist, student, and other nonimmigrant visa categories. Our services may include consultations, document preparation, translation, and interpretation based on publicly available information.

DipX, LLC is **not affiliated** with the U.S. Department of State, U.S. Citizenship and Immigration Services (USCIS), or any government agency.

2. No Legal Advice / Disclaimer

DipX, LLC is **not a law firm** and does **not provide legal advice or representation**. Any information, guidance, or materials provided through our website, consultations, or communications are for **informational purposes only** and should not be considered legal advice.

All visa and immigration decisions are made **solely by U.S. government authorities**. DipX, LLC does not and cannot guarantee the approval of any visa or the outcome of any application.

Clients are fully responsible for ensuring that all information and documentation they provide are accurate and complete. DipX, LLC is not liable for application delays, denials, or issues resulting from inaccurate, incomplete, or misleading client information.

We do not intervene in government decision-making or influence immigration outcomes. By using our website or services, you acknowledge and accept these limitations.

3. No Attorney-Client Relationship

Your use of this website or our services does **not** create an attorney-client or representative relationship with DipX, LLC or any of its staff. Communications with us do not constitute privileged or confidential communications in a legal sense.

4. Website Use and Access

You agree to use this website and any related systems only for lawful purposes. You must **not**:

- Attempt to gain unauthorized access to any part of the website, server, or connected systems.
- Interfere with or disrupt website performance or security.
- Upload or transmit malware, viruses, or harmful code.
- Use automated data collection tools such as bots or scrapers.

DipX, LLC reserves the right to suspend or terminate access for users who violate these Terms or engage in harmful activity.

5. Data Privacy and Personal Information

DipX, LLC values your privacy and complies with Michigan and applicable federal data protection laws.

- **Information Collection:** We collect only the information necessary to provide requested services (such as contact details and relevant visa information).
- **Limited Retention:** We do **not permanently store personally identifiable information (PII)** unless required for ongoing services or legal compliance. Once services are completed, client data is securely deleted or destroyed.
- **No Sale or Sharing:** We do **not sell, trade, or share client information** with third parties except as required by law or with client consent.
- **Security Measures:** We use reasonable administrative, technical, and physical safeguards to protect client data.
- **Electronic Communications:** Data transmitted over the internet (including email) may not be fully secure. By communicating electronically, you acknowledge this risk and agree that DipX, LLC is not responsible for unauthorized access or interception of data beyond our reasonable control.

6. Data Breach Disclaimer

While DipX, LLC takes all reasonable measures to protect client information, we cannot guarantee absolute security. In the event of a data breach, DipX, LLC will take prompt action to mitigate the risk and notify affected clients where required by law.

However, **DipX, LLC, its owner, or representatives shall not be held liable for any damages or losses** resulting from unauthorized access, cyberattacks, or security incidents beyond our reasonable control.

7. Intellectual Property Rights

All content on this website—including text, graphics, logos, trademarks, and design—is the property of DipX, LLC or licensed to it, protected under U.S. copyright and intellectual property laws.

You may view or download materials for personal, non-commercial use only. You may not reproduce, modify, or distribute any content without written consent from DipX, LLC.

8. Refund and Cancellation Policy

All payments made to DipX, LLC for visa consulting, document, translation, or interpretation services are **nonrefundable**, regardless of the outcome of any application or consultation.

Refunds will **only** be issued in cases of:

- A duplicate payment or overpayment made in error, or
- A payment processing error directly attributable to DipX, LLC.

Cancellations by clients do not qualify for a refund once a service has been scheduled, initiated, or completed.

No refunds will be granted based on dissatisfaction with outcomes, visa denials, or changes in client plans.

By making a payment, you acknowledge and agree to this **strict no-refund policy**.

9. Limitation of Liability

To the fullest extent permitted by law:

- DipX, LLC, its owner, and representatives are **not liable** for any indirect, incidental, consequential, or punitive damages arising from your use of our website, services, or communications.
- DipX, LLC shall not be liable for damages caused by technical issues, system downtime, cyberattacks, or third-party interference.

- DipX, LLC's total liability, if any, shall not exceed the amount paid by the client for the specific service rendered.

10. Indemnification

You agree to indemnify, defend, and hold harmless DipX, LLC, its owner, employees, contractors, and representatives from any claims, damages, or expenses (including attorney's fees) arising from your use of our website, your breach of these Terms, or your provision of false or misleading information.

11. Communications and Consent

By contacting us or submitting forms through our website, you consent to receive electronic communications related to your inquiries or services. You may opt out of non-essential communications at any time.

12. Third-Party Links

Our website may include links to third-party websites. DipX, LLC is **not responsible** for the content, security, or privacy practices of those sites. Accessing third-party sites is at your own risk.

13. No Guarantee of Availability

We strive to maintain uninterrupted access to our website and services, but we do not guarantee continuous, error-free operation. DipX, LLC may update, modify, or suspend website access at any time without prior notice.

14. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the **State of Michigan**, without regard to its conflict-of-law provisions.

Any dispute or claim arising from these Terms shall be resolved exclusively in the **state or federal courts located in [Insert County], Michigan**, and you consent to such jurisdiction and venue.

15. Modifications to Terms

DipX, LLC reserves the right to amend or update these Terms of Use at any time. Updates will be posted on this page with a new effective date. Continued use of our website or services constitutes acceptance of any modifications.

16. Severability

If any provision of these Terms is found invalid or unenforceable, the remaining provisions will continue in full force and effect.

17. Contact Information

For questions about these Terms of Use, please contact:

DipX, LLC

Email: hello@americanvisashelp.com

Address: Canton, Michigan

Privacy Policy

Effective Date: 2025

Company: DipX, LLC

Address: Canton, Michigan

Email: hello@americanvisashelp.com

1. Introduction

DipX, LLC (“DipX,” “we,” “our,” or “us”) values your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store, and safeguard information you share with us when visiting our website, contacting us, or using our visa consulting and document services.

By using our website or services, you agree to this Privacy Policy. If you do not agree, please do not use our website or provide personal information.

2. Information We Collect

We collect only the information necessary to provide visa consulting and related services.

A. Information You Provide Directly

- Name, phone number, and email address
- Nationality and visa-related details (if applicable)
- Copies or details of relevant travel or identity documents (when required for service)

- Payment information (processed securely through third-party payment platforms)
- Communications such as emails or messages submitted through contact forms

B. Information Collected Automatically

When you visit our website, we may automatically collect limited, non-personal data such as:

- IP address and browser type
- Device type and operating system
- Pages visited, time spent on site, and referring links

This information helps us ensure the site's security and performance and improve user experience.

3. Cookies and Analytics

DipX, LLC uses **cookies and analytics tools** to understand general website activity and enhance functionality.

- Cookies are small text files placed on your device that help us remember user preferences and monitor traffic patterns.
- We may use simple analytics (such as Google Analytics or built-in hosting metrics) to gather anonymous website usage statistics, such as how visitors find and navigate our pages.

We do not use cookies or analytics to track personal behavior, collect sensitive data, or sell information.

Any non-personal browsing data collected is used only for internal website performance purposes and is deleted regularly.

You can disable cookies in your browser settings at any time without affecting access to our site.

4. How We Use Your Information

DipX, LLC uses your personal information solely to:

- Provide visa consulting, document translation, and related services
- Respond to your inquiries and communicate about your case
- Process payments and provide receipts
- Improve our website and customer experience
- Comply with applicable legal or regulatory obligations

Your information is **used only during the consultation and service process** and **deleted immediately after completion**, unless required by law to retain for recordkeeping.

5. Data Retention and Deletion

We retain personal information **only as long as necessary** to fulfill the purpose for which it was collected.

After your service is completed, all client data—including uploaded documents, emails, and notes—is securely deleted or destroyed.

DipX, LLC does **not** maintain permanent files or databases of client personal information.

6. Data Sharing and Disclosure

DipX, LLC does **not sell, rent, or share** your information with third parties.

We may share limited data only in the following cases:

- To comply with lawful requests from government agencies or courts
- To trusted service providers (e.g., secure payment processors) bound by confidentiality obligations
- To protect our legal rights, prevent fraud, or ensure security

Such disclosures are strictly limited and occur only when absolutely necessary.

7. Payment Information

Payments for services are handled through secure, third-party processors such as **Stripe, PayPal, or Square**.

DipX, LLC does **not** store or retain any credit card or banking information on its own systems.

8. Data Security

We use reasonable administrative, physical, and technical safeguards to protect your information from unauthorized access, loss, or disclosure.

This includes password-protected systems, SSL encryption for data transmission, and limited access to stored records.

However, no online system can be guaranteed 100% secure. By using our website or email to communicate, you acknowledge this inherent risk and agree that DipX, LLC is not responsible for unauthorized access beyond our reasonable control.

9. Data Breach Response

If DipX, LLC becomes aware of a data breach involving personal information, we will act promptly to investigate, mitigate, and notify affected individuals as required under **Michigan's Identity Theft Protection Act** and applicable federal law.

While we take all reasonable precautions, DipX, LLC shall not be liable for damages resulting from breaches caused by external cyberattacks or third-party interference beyond our control.

10. Your Rights and Choices

You may request that we:

- Provide access to your personal data;
- Correct or update inaccurate information;
- Delete your data after service completion;
- Withdraw consent for further data processing.

To make a request, contact us at **[Insert Email Address]**. We will respond within a reasonable period as permitted by law.

11. Children's Privacy

Our website and services are intended for adults. We do not knowingly collect personal information from individuals under age 16.

If a child's information is inadvertently provided, it will be promptly deleted.

12. External Links

Our website may contain links to external websites. DipX, LLC is not responsible for the privacy practices, content, or security of third-party websites.

We encourage users to review the privacy policies of any linked sites.

13. International Users

DipX, LLC operates in the United States under Michigan law.

By using our website or providing information from outside the U.S., you consent to the transfer and processing of your data in the United States.

14. Updates to This Policy

DipX, LLC may update this Privacy Policy periodically. Changes will be posted on this page with a revised effective date.

Continued use of our website or services after changes are posted constitutes acceptance of the updated policy.

15. Contact Us

For questions, concerns, or requests regarding this Privacy Policy, please contact:

DipX, LLC

Email: hello@americanvisashelp.com

Address: Canton, Michigan