

# If I give my documents to you but don't pay you or send a prepaid shipping label what happens?

Unfortunately throughout the years, our kindness has been abused by people and companies and we are forced to make this FAQ and document policy.

Starting in 2023 if you mail or drop off your Texas state-level, federal-level, or embassy-level documents to us but don't include the required and/or a fully completed apostille order form so we can process payment for your order, or you don't include the required prepaid return FedEx or UPS shipping label so we can mail your documents back to you, or you or someone on your behalf doesn't come back to our office to pick up your documents that you dropped at our office after we emailed you saying they are ready to pick up.

What will happen is your documents and any apostille certificates (if we received payment from you but not the required prepaid return shipping label) **will get shredded at the 15-day mark of when we received your documents by mail or drop off** and you will have to restart the entire apostille process all over again.

We will always email you to remind you that we still need payment from you, or a prepaid return shipping label, or to remind you that you need to come back to our office and pick up your documents.

We are not a document storage company so we treat your documents once we receive them like a hot potato and want to get them back to you and out of our hands as soon as we receive them from you.