

## **FCDO – APOSTILLE DOCUMENT REJECTION NOTICE POLICY**

### **1. *What is an Apostille***

An Apostille is an official certificate issued by the Foreign, Commonwealth & Development Office (FCDO) in the UK. It confirms that a UK document is genuine and can be recognised in another country that is part of the Hague Apostille Convention.

The Apostille verifies:

- The authenticity of the signature
- The authority of the person signing the document
- The official seal or stamp

The Apostille itself does not confirm that the content of the document is accurate. Instead, it confirms that the document was properly issued or certified in the UK.

This process is often referred to as:

- Apostille UK
- FCDO Apostille
- Document legalisation UK
- Apostille service UK

### **2. *Why is an Apostille required***

Many foreign authorities require UK documents to be legalised before they can be accepted overseas. Without proper document legalisation UK procedures, foreign authorities may reject your paperwork.

### **3. *What if the FCDO rejects my documents***

A rejected Apostille application means the FCDO was unable to issue the Apostille certificate for the submitted document. This can happen for several reasons, including:

- Incorrect document type
- Missing certification
- Unclear signatures
- Damaged documents
- Unverified signatures

***A rejection does not always mean the process is over. In many cases, the issue can be corrected and the document resubmitted.***

**4. *FCDO rejection of documents means the REPAYMENT of legalisation fees***

If the FCDO has already processed the application, government fees are NOT refundable, even if the document is rejected. This is because administrative work has already been carried out.

**5. *We cannot be held responsible for the decision of the FCDO but will be happy to resubmit the documents on your behalf subject to repayment of fees***

We rely on the actions of third parties and our timelines are subject to the actions of others. We cannot be held responsible for any decision made by third party providers.

**6. *Why refund policies matter***

Transparent refund policies are important because Apostille services involve:

- Government fees
- Courier charges
- Certification fees
- Administrative work
- Knowing which fees are refundable helps customers understand the financial risks before submitting important documents.

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