Services Agreement: Legalisation

For notarisation, attestation and legalisation ordered from MYLegalTrans

MYLegalTrans has already signed this agreement. It binds both parties as soon as we receive your payment receipt for the quotation. You do not need to sign it.

Services Agreement for Legalisation (version 1.0, 16 November 2026) between **MYLegalTrans Certified Worldwide PLT** (SSM: LLP0047029-LGN), a limited liability partnership registered in Malaysia ("MYLegalTrans", "we", "us"), and the person or organisation who pays a MYLegalTrans quotation for notarisation, attestation and legalisation services (the "Client", "you"). The quotation you pay is the "Quotation".

1. The services

We provide the services listed in the Quotation, which may include: notarisation of documents and certified true copies by a Notary Public; attestation by the Ministry of Higher Education, the Ministry of Education or another Malaysian authority; attestation by the Ministry of Foreign Affairs (Wisma Putra); legalisation by an embassy, consulate or other office of the destination country; the appointments, submissions and collections these need; and delivery.

The Quotation sets out the documents, the steps, the units, the total and the turnaround, and forms part of this Agreement.

2. How this Agreement is made

We have signed this Agreement in advance. It takes effect when we receive your payment receipt for the Quotation (the "Effective Date"). By paying the Quotation, you accept this Agreement; you do not need to sign it.

The version that applies is the one published at www.mylegaltrans.com/services-agreement/legalisation on the Effective Date.

3. How we act for you

(a) We submit and collect your documents as your authorised representative. You sign the authorisation letter and any forms an authority requires, and you provide the supporting documents the authority asks for.

(b) A few institutions authenticate their documents only for the holder directly and will not deal with any agent. When we know that applies, we tell you before you pay.

4. Fees and payment

(a) The total in the Quotation is final for the documents and services quoted. Government and embassy fees are already included, and if an authority raises its fee after you have paid, we pay the difference. Nothing is added after you pay.

(b) Payment is in full, upfront, in one go: by bank transfer into the company account named in the Quotation, in the name of MYLEGALTRANS CERTIFIED WORLDWIDE PLT, or through the card or PayPal payment link we send you. We never ask you to pay into a personal account.

(c) If you add documents or services, we send a new quotation before any extra work starts.

(d) Delivery is charged as shown in the Quotation. International delivery is charged at cost: FedEx's published rate from Kuala Lumpur to the capital city of the destination country, with nothing added by us.

5. Turnaround

Turnaround starts when we receive your payment receipt, and is stated in the Quotation. We submit at the first opportunity. The time for steps at a ministry, embassy or other authority is an estimate based on their usual times: each office sets its own schedule, closures and public holidays.

6. If we are late

If we do not complete a step we control within the turnaround in the Quotation, you may stop the late steps: they become credit under clause 9. If you choose to wait instead, we complete your order and the Quotation total is charged as usual, with no reduction.

7. Amendments and resubmissions

(a) When the Ministry of Higher Education, the Ministry of Education or Wisma Putra asks for changes before it will accept a document, we make the amendments and resubmit as part of the service.

(b) Our embassy service covers every change the embassy asks for until it legalises your documents.

(c) If you change a document before the next step, we charge only for the amended part. A step outside your order that an authority asks for is quoted separately.

8. When an authority refuses or changes its rules

(a) If an authority changes its rules so that documents it once accepted can no longer be accepted, or no longer be submitted by an authorised representative, or it will not accept us as your representative after you have completed every remedial step (for example, a signed authorisation letter), we explain why, return your original documents and refund the order in full.

(b) If an authority rejects a document outright, for example a forged or expired document, there is no refund.

9. Stopping an order, credit and refunds

(a) If you stop an order before work starts, the amount you paid becomes credit.

(b) If you stop or pause an order after work has started, the steps not yet done become credit, usable on other documents of your choice or equivalent services.

(c) Credit never expires. If our fees have been adjusted by the time you use it, the fees in force then apply.

(d) If you paid more than needed, we refund the difference or keep it as credit; you choose. If our Quotation was too low, we carry out the services all the same.

(e) Refunds are paid within 14 business days, and card and PayPal processing fees are refunded in full.

10. Original documents

(a) If we collect an original document from you, we keep it safe while it is in our hands and return it with your completed documents, or as you instruct.

(b) If an original we collected is lost or damaged while in our hands, we pay the issuing office’s fee for a replacement and redo our steps free of charge.

(c) Once a courier has collected a document, transit and customs are the courier’s. If it is lost or damaged in transit, we pass on to you whatever the courier pays under its claims process, and help you make the claim.

11. What you provide

(a) Clear softcopies of the documents, and the use, the destination country and the receiving authority.

(b) You confirm that the documents are genuine, valid and lawfully held by you, and that the information you give us is true.

(c) If the original has an error, only the office that issued it can correct it. If we spot something that looks wrong, we tell you.

(d) The Quotation is based on the softcopy you sent. If the originals differ, for example more pages or a different document, we send a revised quotation before going further.

12. Our liability

(a) We carry out the services with reasonable skill and care.

(b) Our total liability for all claims arising from a service is limited to the fee you paid us for that service. Government and embassy fees and courier charges paid on your behalf are not part of our fee.

(c) We are not liable for indirect or consequential loss, such as a refused or delayed visa, permit, admission or other application, travel costs, missed appointments or lost income.

(d) Nothing in this Agreement excludes or limits any liability that the law does not allow to be excluded or limited, including your rights under the Consumer Protection Act 1999 (Malaysia) where it applies, or liability for fraud.

13. What we cannot guarantee

These depend on others, and no agent, including us, can promise them:

(a) decisions by ministries, embassies and receiving offices on whether to accept a document, and changes to their requirements;

(b) processing times at ministries and embassies, and courier transit and customs;

(c) the outcome of the application you use the documents for, such as a visa, residence permit, university admission, marriage registration or court case.

Our Guarantees page sets out what we do guarantee.

14. Confidentiality and personal data

Our Client Non-Disclosure Agreement (mylegaltrans.com/nda), already signed by us, covers every document and piece of information you share with us, including documents sent only for a quotation. We process personal data in accordance with the Personal Data Protection Act 2010 (Malaysia) and our Privacy Policy.

15. The documents that make up our agreement

Our agreement consists of this Agreement, the Quotation, our Guarantees (mylegaltrans.com/guarantees), our Refunds, Credit and Re-dos page (mylegaltrans.com/refund-policy) and the Client NDA (mylegaltrans.com/nda), each as published on the Effective Date. Where a Quotation also includes certified translation, our Services Agreement for Certified Translation applies to the translation.

If these documents conflict: the Quotation decides the documents, services, units, total and turnaround; the Client NDA decides confidentiality; otherwise this Agreement prevails over our web pages. Any other change must be agreed in writing.

16. Governing law

This Agreement is governed by the laws of Malaysia. The courts of Malaysia, sitting in Kuala Lumpur, have non-exclusive jurisdiction.

17. Signing

This Agreement is signed electronically by us, and you accept it by paying the Quotation. An electronic signature, or a scanned or emailed copy, is as valid as an original, in line with the Electronic Commerce Act 2006 (Malaysia).

For MYLegalTrans	Client
Chew Zhi Han Signed electronically on behalf of MYLegalTrans Certified Worldwide PLT Name: Chew Zhi Han Title: Senior Manager Date: 16 November 2026 Contact: zhihanc@mylegaltrans.com	Accepted by paying the Quotation. No signature is needed. Effective Date: the date we receive your payment receipt for the Quotation.