

PURE AGENT CONTRACT

Terms & Conditions – Its Masters Mentoring Services (IMM) Effective for all clients availing IMM services

1. Scope of Services under Pure Agent Contract

We confirm that we are working solely on your behalf as a Pure Agent for the purpose of assisting you in your overseas education journey. Our role is limited to facilitating and managing processes related to your admission and post-admission requirements, while always acting in your best interest.

2. Nature of Our Role as Pure Agent

- a. We do not render any of the services in our personal capacity but only facilitate them on your behalf.
- b. All payments such as university application fees, visa fees, insurance premiums, and any statutory charges are made by you directly to the respective authorities, or wherever applicable, we only disburse such payments as a pure agent.
- c. Our professional service charges (if applicable) are only for time, effort, and facilitation, and are distinct from the actual charges payable to foreign institutions or statutory authorities.

This ensures complete transparency, as you retain the direct beneficiary relationship with universities, government bodies, and service providers, while we simply assist in the effective execution of processes.

3. Compliance and Documentation Responsibility

We will assist you in organizing and preparing the necessary documentation required for admission and visa processes. However, you bear the ultimate responsibility for ensuring all documents provided are accurate, authentic, and complete. We disclaim liability for any misrepresentation, discrepancies, or incomplete paperwork submitted by you.

4. Limitation of Liability

We shall not be liable for any delays, rejections, or adverse decisions caused by changes in university policies, government immigration rules, or actions taken by any third party beyond our control.



Its My Masters

Redefining Careers

5. Obligation to Inform and Advice

We commit to keeping you regularly informed about the status of your admission and post-admission procedures and advising you of any relevant changes in policies, procedures, or timelines throughout the process.

6. Communication Protocol

- a. All queries related to our services must be submitted exclusively via email to the designated Client Work Email or via text message to the official IMM WhatsApp number.
- b. Responses from IMM may include video links, voice notes, or scheduled telephone or video calls, depending on the nature and complexity of the query.
- c. The student shall serve as the sole authorized point of contact for all communications with IMM.
 - Parents or relatives may communicate on behalf of the student, but this is restricted to a maximum of two occasions and only by prior appointment.
- d. A free consultation of up to 15 minutes is offered for queries submitted in advance through the prescribed channels.
- e. Additional consultation sessions of one hour are available at a fee of ₹3000 per session.
- f. Note: Regardless of whether parents or relatives are students or employees of IMM, all official communication regarding the student's services will be conducted exclusively with the student. Multiple communication points create inefficiency and may delay service delivery.

7. Nature of Mentoring Services

- a. IMM provides the following mentoring support:
 - i. Curated informational videos of approximately 3 to 4 minutes in length covering relevant topics.
 - ii. Clarified explanations and guidance to address specific questions or concerns will be provided through appropriate communication channels such as voice recordings, WhatsApp chat, email, or other suitable methods depending on the context.
- b. IMM does not offer daily handholding, continuous supervision, or spoon-feeding during the application or admission process. Mentoring is designed to empower and guide.



Its My Masters

Redefining Careers

- c. Extended mentoring and personalized support beyond the standard scope is available upon request at a rate of ₹3000 per hour plus applicable GST.

8. Scope of Services

- a. The services provided under this agreement are strictly limited to those explicitly listed in the official IMM Service PDF or IMM Official Website.
- b. No admission guarantee is provided by IMM.
 - i. Selection and admission decisions rest solely with the respective universities or educational institutions, based on their own policies, criteria, and student-specific factors such as academic qualifications, eligibility, and quotas.
 - ii. Any verbal statements or assurances made by the consultant, whether intentional or accidental, shall be considered non-binding and shall have no legal effect unless confirmed in a formal written admission confirmation issued by the university or authorized institution.
- c. The IMM role is limited to providing guidance and facilitating the application and post-admission processes. IMM does not guarantee admission to any university or approval of visa applications, as these decisions are exclusively made by the respective universities and government authorities.

9. Data Usage

- a. IMM employs proprietary internal analytics and modeling techniques to guide and enhance its mentoring services, ensuring a data-driven and personalized approach.
- b. All data, analytical tools, models, methodologies, and insights developed and used by IMM constitute the exclusive intellectual property of IMM and are strictly confidential. These shall not be shared, disclosed, or distributed externally under any circumstances.

10. Updates & Query Submissions

- a. Updates regarding application status, admissions, or related processes will be shared based on university responses or IMM's predetermined internal timelines.
- b. IMM will not respond to unsubstantiated rumors or speculative information unless credible proof or documentation is submitted for verification.
- c. Query submissions are limited to once per week and may be sent through one of the following methods:
 - i. Text message
 - ii. Email enquiries



Its My Masters

Redefining Careers

iii. Accompanying voice notes

d. Responses to your queries will be delivered using one or more of the following formats as deemed appropriate:

- Pre-recorded video links
- Voice notes
- Scheduled calls, if necessary

11. Query Handling & Charges

- a. Any additional direct explanation or consultation provided through calls beyond the standard communication protocols will be charged at ₹2000 per hour.
- b. The typical response time for queries and requests is between 48 to 72 working hours.
- c. Application status updates will be shared with the student via a non-editable Excel sheet or through the IMM Dashboard, ensuring transparency and data integrity.

12. Fees & Payment Terms

Standard Service Fee: ₹54,000 + GST (Germany/Austria/Norway – Only one country)

- a. 1st Installment: ₹27,000 + GST – Payable to initiate enrolment and application process
- b. 2nd Installment: ₹27,000 + GST – Due within 45 days of the first payment
- c. A maximum of 15 university applications can be processed.

Personalized Services Fee: ₹84,000 + GST (Germany & Austria Both)

- a. 1st Installment: ₹42,000 + GST – Payable to initiate enrolment and application process
- b. 2nd Installment: ₹42,000 + GST – Due within 45 days of the first payment
- c. A maximum of 15 university applications can be processed.

Premium Services Fee: ₹135,000 + GST (Germany, Austria & Norway)

- a. 1st Installment: ₹67,500 + GST – Payable to initiate enrolment and application process
- b. 2nd Installment: ₹67,500 + GST – Due within 45 days of the first payment
- c. A maximum of 30 university applications can be processed.

Common Terms:

- Late Fee: ₹200 per day from due date of Second Installment.
- Services will be halted if payment is not received within 30 days after the due date of Second Installment. If payment remains outstanding beyond this 30-day period, services will be automatically terminated without further notice.
- These services are non-transferable. Resumption of services after termination is solely at the discretion of IMM and does not guarantee acceptance or the possibility of



Its My Masters

Redefining Careers

reapplication.

Important Notes:

- a. No refunds will be issued under any circumstances.
- b. External costs such as APS Registration Fee, University application fees, courier charges, visa fees, and any statutory expenses must be borne directly by the student/client.
- c. If admission is not secured in the current semester, IMM will apply for the next consecutive semester within the same country at no additional service charge. However, the student/client remains responsible for application fees, courier charges, visa fees, and other external expenses.
- d. Re-enrollment for subsequent semesters or applications is subject to IMM's discretion and availability.

13. Recommended Admission Strategy (by priority)

1. 100% English-Taught Programs
2. English-Taught + A2 German Certificate
3. English-Taught + €1500 Tuition Fee (for financial profiling)
4. 50% English / 50% German (B2 German required)
5. 100% German-Taught (C1 German required)
6. Private Universities (with tuition fees)

14. Application Workflow

Post 1st Installment:

- a. APS Application – approximately 60 minutes
- b. Mentoring & Document Verification – approximately 90 minutes, including:
 - i. SWOT Analysis
 - ii. Knowledge Transfer
 - iii. Life Transformation Goal Card



Its My Masters

Redefining Careers

iv. Document Verification & Email Summary

v. Provision of Course List (via link or Excel)

Post 2nd Installment:

c. Student submits a list of 15 preferred courses

d. IMM reviews course eligibility and suggests 3–5 backup course options

e. Applications will be submitted only for eligible courses

Additional Charges:

f. Extra application beyond the initial 15 courses: ₹2000 per application

g. New course addition after finalizing the list: ₹3000 (subject to approval)

h. Urgent application processing: ₹7500

15. Communication Guidelines

- a. The student will be the sole authorized point of contact for all communications with IMM.
- b. Parents or guardians may communicate with IMM only by prior appointment and must do so in the presence of the student.
- c. Queries should be compiled and submitted on a weekly basis and can include both text and voice notes.
- d. All calls with IMM may be recorded for quality assurance and training purposes.
- e. IMM will respond using the following methods as appropriate:
 - Scheduled calls
 - Pre-recorded videos
 - Voice notes
 - Emails
- f. Multiple daily calls or messages will not be entertained. Serious concerns will be addressed with the appropriate diligence and priority.

16. Support for Consecutive Semesters

- I. Services under this agreement are valid for two consecutive intakes (e.g., Winter Semester 2024 & Summer Semester 2025).
- II. Support for a third consecutive intake may be provided subject to the following conditions:
 - a. The student must have complied with IMM's guidance and recommendations throughout the prior intakes.



Its My Masters

Redefining Careers

- b. The student's profile must demonstrate tangible improvement, such as achieving B1 or B2 proficiency in German language skills.
- c. IMM must issue a written confirmation approving continuation of services for the third consecutive semester.
- d. The student is required to pay **half of the corresponding service fee** applicable for the intended semester.

17. Document Submission & Legal Disclaimer

- a. IMM strictly prohibits the submission or use of forged, fake, or fraudulent documents in any part of the admission process.
- b. The student assumes full legal responsibility for the authenticity and accuracy of all documents submitted to IMM and the respective educational institutions.
- c. Only officially issued and verifiable documents from recognized authorities and institutions will be accepted and used in the application and admission procedures.

18. Service Limitations

- a. IMM provides only the services explicitly outlined in the Services document.
- b. Unrealistic expectations or demands beyond the scope of the agreed services will not be entertained.
- c. IMM is committed to maintaining transparency throughout the process and expects full cooperation from the student.
- d. In the event of human errors, IMM will acknowledge such errors promptly and take necessary steps to rectify them in a timely manner.

19. University Eligibility Check

- a. Students must verify their university's recognition status on the official **Anabin database** prior to commencing services with IMM.



Its My Masters

Redefining Careers

- Only universities classified with an H+ status are eligible for German admissions.
- Universities classified as H- or H+/- are considered ineligible for admissions.
- IMM shall not be held liable for any adverse impact resulting from changes in university status after services have been initiated.
- No refunds will be given if a student's university status changes and their application become ineligible.

20. Document Format & Timelines

- a. Students must submit clear, scanned copies of all required documents with no third-party watermarks or alterations.
- b. IMM provides a Document Submission Tracking Sheet (Excel), and all pending documents must be submitted within 2 weeks of service inception for timely processing.
- c. Students are responsible for arranging any special or additional documents required by the universities, such as ranking certificates or subject-specific requirements.

21. Application Fee Payments

I. Direct Payment by Student

The student is solely responsible for making application fee payments directly to the respective university or UniAssist. IMM shall not collect, hold, or process application fees on the student's behalf.

II. IMM Guidance and Support

IMM shall provide comprehensive guidance throughout the payment process, which includes:

- a. Clarification of exact fees required for each application.
- b. Provision of payment links or university bank account details.
- c. Ongoing tracking of application status upon receipt of payment confirmation.

III. Payment Methods and Foreign Exchange

- a. Students are advised to use credit or debit cards valid for international transactions. For students opting for bank transfers, IMM will assist with Forex transfers through authorized partners.
- b. Application fees are subject to current foreign exchange rates at the time of payment. IMM is not responsible for any currency fluctuations, banking fees, or additional charges incurred during payment processing.

IV. Breakdown of Application Fee Components

Fees payable by the student may include but are not limited to:



Its My Masters

Redefining Careers

- a. University application fees.
- b. UniAssist processing charges.
- c. Forex and currency conversion fees, dependent on the payment method utilized.

V. UniAssist Charges

- a. The first application through UniAssist incurs a fee of 75 Euros.
- b. Each additional application incurs a fee of 30 Euros.

VI. University Portal Fees

- a. Some universities waive application fees.
- b. Fee-based applications vary by university.

Examples include:

- Freie Universität Berlin, Data Science: 60 Euros
 - TU Ilmenau, Research in Computer & Systems Engineering (M.Sc.): 25 Euros
 - RPTU Kaiserslautern, Master Biology: 60 Euros
- c. Note that some universities only display application fees post-submission of the online application.

VII. Payment Responsibilities

- a. Students must make all payments from their own bank accounts or cards.
- b. IMM is not liable for payment failures, delays, or errors arising from the student's banking or payment provider.
- c. Students will be notified in advance whenever application fee payments are due, and payment timing should be mutually agreed upon.
- d. Students acknowledge and agree that application fees are subject to change at the sole discretion of the respective universities or UniAssist.
- e. Last-minute or urgent payments are strongly discouraged to avoid transaction errors.

VIII. Application Submission Timing

All applications shall be submitted only during IMM's official working hours:

- Monday to Friday: 10:30 AM – 6:30 PM
- Saturday: 10:30 AM – 2:00 PM
- Sunday: Closed/Holiday
- Public holidays recognized by IMM are considered non-working days, and no services will be provided on these dates.
- In the event of specific holidays arising from unforeseen or exceptional circumstances, IMM will promptly inform students and clients via the official IMM WhatsApp Status.



Its My Masters

Redefining Careers

22. Queries & University Communication

- a. Priority will be given to queries directly related to the application process.
- b. All communication with universities on behalf of the student will be exclusively handled by IMM.
- c. Direct communication by students with universities is strictly prohibited and may result in disqualification from the University application process. IMM shall not be held responsible for any consequences arising from such unauthorized communication.

23. Enrolment & Tuition Fee Responsibility

- a. The student is responsible for arranging tuition and enrolment payments to the university within the specified deadlines.
- b. International payments may take 3 to 5 working days to process. IMM provides support for international payments; however, students must initiate the payment process well in advance to allow sufficient time for transactions to be completed.

24. Status Updates

- a. University responses will be shared within **3 days** of receipt.
- b. All updates will reflect in the **Application Tracking Sheet** by the end of the day.

25. Credentials and Communication

- a. Credentials created for application purposes, such as unique email IDs, shall remain the sole property of IMM. These credentials will not be shared with the student or any third party.
- b. Updates regarding the student's applications sent to the IMM-created unique email address will be automatically forwarded to the student's personal email to maintain transparency. The student is also responsible for regularly checking all email communications received and promptly informing IMM to ensure timely processing.
- c. Upon admission, the student may change the university communication email from the IMM-created unique email ID to their personal email ID.
- d. For post-admission procedures including visa applications, accommodation arrangements, and blocked account management, the student's personal email ID will be used. The student is fully responsible for monitoring and responding to all related email communications.

26. Outstanding Dues & Closure



Its My Masters

Redefining Careers

- a. Admission letters will be shared with the student only after all outstanding dues and payments are fully cleared.
- b. If the student fails to respond or engage after making payments, despite multiple follow-ups by IMM, the services will be considered closed and terminated after 30 days of inactivity.

27. Conduct & Legal Compliance

- a. Any act of submitting fake reviews, issuing threats, or attempting blackmail against IMM will result in:
 - Immediate termination of services.
 - Legal action under the Bharatiya Nyaya Sanhitha.
- b. IMM explicitly does not provide the following services:
 - Personal courier assistance.
 - Offline APS Process.
 - University interview preparation.
 - Personalized notarization services.

28. Acknowledgment & Agreement

By initiating services and making payment, the student hereby confirms and agrees to the following:

- a. That they have read, understood, and accepted all terms and conditions of the agreement.
- b. That they have verified the eligibility of their chosen university.
- c. That all fees paid to IMM for services rendered are strictly non-refundable under any circumstances.