

# Remote I-9 Scheduling & Cancellation Policy

**TeQuidas Diagnostics** requires all Remote I-9 Live Video Verification sessions to be scheduled at least **24 hours** in advance through our official booking system. Each verification session typically lasts **10–15 minutes**. To ensure regulatory compliance, the employee must have their original, unexpired List A or List B/C documents physically present at the start of the video call.

## Cancellation & Rescheduling

We understand that schedules change. Please provide at least **24 hours' notice** for any cancellations or rescheduling requests.

- **Cancellations made with 24+ hours' notice:** Full refund or free rescheduling.
- **Late Cancellations (less than 24 hours):** A **\$25.00 administrative fee** will apply.

To reschedule, please use the link in your confirmation email or contact us directly.

## No-Show & Late Policy

We provide a **10-minute grace period**. If the employee is more than **10 minutes late** to the video call without notice, or does not have the required original documents ready within 10 minutes of the start time, the session will be marked as a "No-Show." No-shows are **non-refundable**, and the full **\$50.00** fee is non-refundable. A new booking fee (\$50.00) will be required to schedule a subsequent appointment.

## Technical Requirements

The client is responsible for ensuring a stable internet connection and a functioning camera/microphone. Sessions that cannot be completed due to client-side technical failures will be treated as a late cancellation and subject to rescheduling fees.

For assistance, visit [www.tequidasdiagnostics.com](http://www.tequidasdiagnostics.com).