Terms of Service

Previous version, valid until 9 November 2026. This version of the Terms of Service no longer applies. The current version: Terms of Service.
Please read these Terms of Service (“Terms”, “Terms of Service”) carefully before using the Migrun website (the “Platform”) operated by Migrantora Ltd, a private limited company registered in Lordou Vyronos 36, Nicosia Tower Center, 7th floor, 703, 1096, Nicosia, Republic of Cyprus (“Migrun”, “us”, “we” or “our”).

Your access to and use of the Platform is conditioned to your acceptance of and compliance with these Terms and the Privacy Policy. By accessing or using this website, creating an account, or purchasing any services on the Migrun Platform, you confirm that you have read, understood, and agreed to be bound by these Terms and Conditions, which constitute a legally binding agreement between you and Migrantora Ltd. This agreement is concluded electronically in accordance with the provisions of Regulation (EU) No. 910/2014 on electronic identification and trust services for electronic transactions in the internal market (“eIDAS Regulation”) as incorporated into the laws of the Republic of Cyprus by Law 55(I)/2018. You acknowledge that by ticking the acceptance checkbox during registration or checkout, you provide your explicit consent to these Terms, and such action constitutes your electronic signature and acceptance of a binding digital contract. If you do not agree to these Terms, you must not use our services or access our Platform.

Your Account

Eligibility. Your account must be registered by a human. Accounts registered by “bots” or other automated methods are not permitted. Additionally, you must be over 18 and legally capable of entering into contracts.

Registration Information. You must provide a valid permanent email address, along with any other information required by Migrun during the registration process. One person may not maintain more than one free account.

Password. You are responsible for maintaining the security of your account and password. We will not be liable for any loss or damage from your failure to comply with this security obligation. Personally identifiable information submitted by you will be subject to our Privacy Policy. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

Restrictions. You may not use the Platform for any illegal or unauthorized purpose. You must not, in the use of the Platform, violate any laws in your jurisdiction, including, among other things, by:

- distributing any virus, time bomb, trap door, or other harmful or disruptive computer code, mechanism or program;
- covering or obscuring any notice, legend, warning or banner contained on the Platform;
- interfering with or circumventing any security feature of the Platform or any feature that restricts or enforces limitations on use of or access to the Platform;
- infringing or violating the rights of any other party, including, without limitation any intellectual property rights, including copyright laws, or rights of privacy or publicity, content of the Platform;
- being obscene, offensive, pornographic, fraudulent, deceptive, defamatory, threatening, harassing, abusive, slanderous, hateful, or causing embarrassment to any other person as determined by Migrun in its sole discretion; or
- deliberately misleading anyone as to your identity, impersonating another, or falsely identifying the source of any information.

Payment and Refunds

Services are paid by bank card via the Platform, or by bank transfer or other payment methods agreed with Migrun. All fees are exclusive of all taxes, charges, and other fees of any kind. Migrun does not issue tax invoices and reserves the right to update pricing and payment terms at any time.

Installment Payment Plans

Migrun may offer you the option to pay for a service in installments (a "Payment Plan"), interest-free and without additional fees.
Payment Schedule. The amounts and due dates of installments, and any stages of work they are linked to, are shown on the payment page (the "Payment Schedule"). You accept the Payment Schedule before making the first payment, and it forms an integral part of your agreement with Migrun. Dates shown before the first payment are approximate; once it is made, they are fixed and displayed in your personal account. The total price of a Payment Plan is not affected by later price changes.

Payment. You agree to pay each installment by its due date. Where the Payment Schedule links an installment to a stage of work on your case (for example, the submission of documents or the ordering of sworn translations), that installment is due on its date or by that stage, whichever is earlier. If an installment becomes due earlier than its date, Migrun will notify you through your personal account and by email. Unless the Payment Schedule states otherwise, all installments must be paid before your case is submitted to the competent authority. Delays caused by authorities or third parties do not postpone due dates; delays caused by Migrun postpone them accordingly.
Stages linked to payment. Migrun is not required to start a stage of work, incur third-party costs (such as sworn translations), or submit your case until the installment linked to that stage has been paid. Any resulting delay is not considered a delay caused by Migrun.
Reminders and payment methods. Installments may be paid by any payment method accepted by Migrun, as described in the Payment and Refunds section. Payment requests are shown in your personal account, and reminders are sent by email before each due date. Reminders are provided for your convenience; not receiving or not viewing a reminder does not change the due date.
Late payment. If an installment remains unpaid 7 days after it is due, Migrun may suspend work on your case until payment is received, after notifying you through your personal account. If it remains unpaid 30 days after it is due, Migrun may terminate the agreement in accordance with the Refund Policy. No late fees or interest are charged.
Changes and termination. The Payment Schedule may be changed at your request or with your consent, including via the personal account chat. If the agreement ends for any reason, unpaid future installments are cancelled and any refund is calculated on the amounts actually paid.

Promotional Discounts

A promotional discount, if offered, is shown on the payment page together with its expiry date and time; after expiry, the full price applies. Unless stated otherwise, discounts cannot be combined with a Payment Plan and have no cash value.

14-Day Right of Withdrawal

In accordance with EU Consumer Rights Directive 2011/83/EU, consumers in the European Union have the right to withdraw from the contract within 14 calendar days of purchase. By requesting that Migrun begin providing services before the expiry of this period, you acknowledge that upon withdrawal you will receive a refund proportionate to the services not yet performed. If you paid under a Payment Plan,

unpaid installments are cancelled upon withdrawal. If the value of services already performed exceeds the amounts paid, you will be required to pay the proportionate amount for those services. Payment processing fees are not deducted during this period. To exercise this right, notify us in writing at support@migrun.tech within 14 days of purchase.

Refund Policy

For services paid under a Payment Plan, all refund amounts under this Refund Policy, including under the money-back guarantee, are calculated on the basis of the amounts actually paid.

The money-back guarantee described below (the guarantee tied to an official refusal from the competent authority) applies exclusively to Standard and Premium packages purchased for relocation and residence permit services in Spain. Packages and services relating to Portugal, or to any destination other than Spain, are not covered by this money-back guarantee. For those destinations, refunds — if any — are provided solely at Migrun's discretion, based on the circumstances of the case and the volume of work already performed. This scope applies regardless of the country in which Migrun or its contracting entity is registered at the time of purchase. This applies to Check-up packages for all destinations.

Check-up Package. A refund is available only if the client has not started working in the personal account and has not received any consultation from a case manager. After work has commenced, no refund is available.

The Check-up package covers document review only and does not include support in the event of a refusal, appeal assistance, or resubmission support. These services require a separate payment.

Standard and similar packages (Spain only). A refund is available in the following cases:

- You received an official refusal from the competent authority, provided that: you did not receive any notifications from Migrun about significant risks in your case; you followed all instructions provided; you submitted correct and truthful documents.
- After payment, no work was started within 12 months — full refund minus payment processing fees.
- In other circumstances where a refund may be warranted, Migrun may at its discretion provide a partial refund based on the volume of work performed at the time of the request.

Premium Package (Spain only). A refund is available in the following cases:

Official refusal under the same conditions as Standard — full refund minus actual costs incurred (translations, government fees, apostille, and similar expenses).

If no work was started within 12 months — full refund.

In other circumstances, Migrun may at its discretion provide a partial refund based on the volume of work performed.

Portugal and Other Non-Spain Destinations. Standard, Premium, and any other packages purchased for Portugal or for any destination other than Spain are not covered by a money-back guarantee. Migrun does not guarantee a refund in the event of an official refusal or for any other reason. At its sole discretion, Migrun may offer a partial refund, a free resubmission, or an alternative remedy, taking into account the circumstances of the case and the volume of work already performed. This paragraph does not affect your 14-Day Right of Withdrawal above, or any refund you may be entitled to under mandatory consumer protection law applicable to your purchase.

Consultations and Booking Refunds

A full refund for a booked consultation is available if the cancellation request is submitted at least 24 hours before the scheduled consultation time and the consultation has not yet started.
If the cancellation request is submitted less than 24 hours before the consultation or after it has already started, a refund is considered on a case-by-case basis. Such requests must be directed to Migrun support and are processed manually. Migrun reserves the right to approve or decline such refunds at its discretion based on the circumstances.

Force Majeure and Immigration Authority Decisions

Migrun shall not be liable for refusals, delays, or changes in conditions caused by decisions of immigration authorities, changes in immigration legislation, or changes in the interpretation of existing rules by government officials. Such events constitute circumstances beyond Migrun's reasonable control and do not constitute grounds for a refund under the money-back guarantee. In such cases, Migrun will offer the client alternative options at Migrun's discretion.
Migrun shall not be held liable for any failure or delay in the performance of its obligations under these Terms where such failure or delay results from any cause beyond our reasonable control. This includes, but is not limited to, acts of God, natural disasters, war, terrorism, epidemics or pandemics, government actions, labor disputes, internet or telecommunications failures, or disruptions in third-party services. In such cases, we will use reasonable efforts to resume performance as soon as practicable.

Client's Own Risk

If a client proceeds with submission against the recommendations of Migrun representatives, the money-back guarantee does not apply in the event of a refusal. This must be explicitly acknowledged by the client in writing before proceeding.

Payment Processing Fees

Payment processing fees are non-refundable in all cases where work has commenced or where the 14-day withdrawal period has expired.

Refund Procedure

Refund requests must be submitted in writing via the personal account chat or at support@migrun.tech, including: full name, email used for purchase, order number if available, and reason for the request. Migrun will review requests and issue a decision within 14 calendar days of receipt. Approved refunds are processed within 14 calendar days using the same payment method.

Violation of these Terms of Service

We reserve the right to investigate and prosecute violations of any of these Terms of Service to the fullest extent of the law. We may involve and cooperate with law enforcement authorities in prosecuting users who violate the Terms of Service. You acknowledge that Migrun has no obligation to prescreen or monitor your access to or use of the Platform or any information, materials or other content provided or made available through the Platform, but has the right to do so. You hereby agree that Migrun may, in the exercise of our sole discretion, remove or delete any data, accounts or other content that violates these Terms of Service or that is otherwise objectionable. In the event of consistent rude or disrespectful behavior of the user towards Migrun’s employees, we retain the right to unilaterally terminate our agreement. In this case, we may partially refund the payment deducted by proportionate workload performed and our expenses, including payment commissions.

Cancellation

You are solely responsible for properly cancelling your account. As a security precaution, an email or phone request to cancel or make changes to your account will not result in cancellation.
Any cancellation of your account will result in the deactivation or deletion of your account, and the removal of all content in your account. Cancelled accounts cannot be recovered or restored from Migrun. Please be aware that we may, for a time retain residual account information in our backup and/or archival copies of our database. We will make reasonable commercial efforts to delete your information as soon as possible after you communicate that intention to us by hello@migrun.tech.
Cancellations will take effect immediately. If you wish to continue using your account through the end of a billing cycle, please do not cancel until the billing cycle is completed.

Order Fulfilment and Delivery

Service Fulfilment Timeframe: Once your order is confirmed, our team will begin processing your request within 1 business days. The completion of services typically depends on the type of your order:

NIF - up to 15 business days

NISS - up to 10 business days

Consultation - on the date of consultation

Visa assistance of any type - up to 1 calendar year

Other services - up to 5 business days

Delivery of Services: All services are delivered electronically via email, the Platform, or other digital means, as specified at the time of your order.

Delays and Notifications: While we aim to fulfil all orders within the estimated timeframe, unforeseen circumstances may occasionally result in delays. Should this occur, we will notify you promptly and provide an updated delivery timeline.

Order Tracking and Updates: You will receive regular updates on the status of your order via email or through your account on our Platform.

Customer Support: For questions about your order or service progress, please contact our support team at support@migrun.tech, or using a chat on our Platform. We aim to respond to all inquiries within 2 business hours.

Changes to Fulfillment Terms: We reserve the right to modify our service delivery terms. Any changes will be communicated via this page and take effect immediately

upon posting.

Links To Other Websites

Our services may involve the use of or integration with third-party platforms or service providers, including but not limited to scheduling tools, video conferencing software, and payment processors. We are not responsible for the availability, performance, or terms of use of such third-party services. Your use of these services may be subject to separate terms and conditions and privacy policies provided by those third parties, and we encourage you to review them carefully.

Privacy

Purpose and Manner of Collection. We collect your personal data only for the purposes directly related to our services, such as facilitating consultations and processing payments. Data is collected by lawful and fair means.

Accuracy and Retention. We take all practicable steps to ensure personal data is accurate and up-to-date. Personal data is retained only for as long as necessary to fulfill the purpose for which it was collected.

Use of Personal Data. We implement appropriate technical and organizational measures to safeguard personal data against unauthorized or accidental access, processing, erasure, loss, or use.

Openness and Transparency. Our privacy practices are transparent, and we provide information about the types of personal data we hold and the purposes for which we use such data.

Access and Correction. You have the right to request access to and correction of your personal data held by us. Requests can be made by contacting us at privacy@migrun.tech

Data Transfer. We take all reasonable steps to ensure that any personal data transferred outside the European Economic Area (EEA) is protected in accordance with applicable data protection laws, including Regulation (EU) 2016/679 (the “GDPR”) and the national data protection laws of the Republic of Cyprus.

Direct Marketing. We will not use your personal data for direct marketing purposes without your explicit consent.

Termination

Migrun reserves the right to terminate any free accounts that do not have any activity (replies or logins) for sixty (60) days, or trial accounts without a payment method thirty (30) days after expiration.
Migrun in its sole discretion has the right to suspend or terminate your account if you breach these Terms of Service. Any termination of your account will result in the deactivation or deletion of your account, denied access to your account, and the removal of all content in your account.
Migrun may also suspend or terminate the provision of services for non-payment, as described in the Installment Payment Plans section.

Modifications to the Platform and Prices

We reserve the right at any time and from time to time to modify or discontinue, temporarily or permanently, the Platform (or any part thereof) with or without prior notice. However, we will make our very best efforts to notify customers of any upcoming system maintenance and/or service disruptions.
Prices of all Platform services are subject to change. If Migrun does, for any reason have to remove the services you are on or require an upgrade, we will provide you with at least one (1) month notice via email.
We will not be liable to you or to any third party for any modification, price change, suspension, or discontinuance of the Platform.
We reserve the right, in our sole discretion, to change, modify, add to, supplement, or delete any portion of these Terms of Service at any time, effective with or without prior notice; provided, however, that we will use reasonable efforts to provide you with notification of any material changes (as determined in our sole discretion) by email.
If any future changes to these Terms of Service are unacceptable to you or cause you to no longer be in compliance, you must immediately stop using the Platform. Your continued use of the Platform following any revision to these Terms constitutes your complete acceptance of any and all such changes. Any new features that augment or enhance the current Platform, including the release of new tools and resources, will be

subject to these Terms of Service.

Intellectual Property and Content Ownership

We claim no ownership rights over the content submitted or created exclusively by you in your Platform account. Any content that is yours remains yours. These Terms of Service do not grant us any licenses or rights to your content except for the limited rights needed for us to provide the services to you.
Similarly, any reporting data we collect from your use of the Platform remains yours. By using the Platform, you agree that we can use this data to provide the Platform to you, and you also agree that as long as the data is anonymized and does not identify you, we can combine this data with the anonymized data of other users to provide benchmarking, public reports or to otherwise use it to provide the Platform.
Users may not reproduce, distribute, or reuse content of the Platform without our explicit permission. All materials provided remain our property. Migrun, and the Migrun logos are trademarks of Migrun and may not be used without our express written permission. You may not duplicate, copy, or reuse any portion of the HTML/CSS, content or visual design elements without our express written permission. You do not acquire any ownership rights by using the Platform.

Account Access

In some cases, it is necessary for Migrun employees to access your account and content in order to diagnose a problem. When you contact our support team, it is implied that you are allowing Migrun employees to access your account if necessary, in order to be helpful. If you wish to receive assistance without granting permission to your account, please specify as much in your communication with our support team and those requests will be honoured to the extent possible.

Indemnification

You agree to indemnify and hold Migrun, its subsidiaries, affiliates, officers, partners and employees harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of your use of the Platform, use of your account by any third party, your violation of these Terms of Service, or any infringement by you or any third party using your account.

Disclaimer

The Platform and its contents are provided “as is” and “as available” without any warranty or representations of any kind, whether express or implied. Migrun is a distributor and not a publisher of the content supplied by third parties; as such, Migrun exercises no editorial control over such content and makes no warranty or representation as to the accuracy, reliability, or currency of any information, content, service, or merchandise provided through or accessible via the Platform. Without limiting the foregoing, Migrun specifically disclaims all warranties and representations in any content transmitted on or in connection with the Platform or on sites that may appear as links on the Platform, or in the products provided as a part of, or otherwise in connection with, the Platform, including without limitation any warranties of merchantability, fitness for a particular purpose or non-infringement of third party rights. No oral advice or written information given by Migrun or any of its affiliates, employees, officers, directors, agents, or the like will create a warranty. Without limiting the foregoing, Migrun does not warrant that the Platform will be uninterrupted, uncorrupted, timely, or error-free. Our services are informational services and do not constitute legal or other advice.

Limitation of Liability

To the fullest extent permitted by applicable law, Migrun shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits or revenues, whether incurred directly or indirectly, or any loss of data, use, goodwill, or other intangible losses, resulting from:

- your use of or inability to access or use the services and/or the Platform;
- delays, errors, or interruptions caused by third-party platforms or service providers (e.g., payment processors, video conferencing tools, consultants); or
- decisions or actions taken by government authorities, immigration agencies, or other official bodies, including the refusal or delay of visa, permit, or residency applications;
- any incorrect, incomplete, or misleading advice given by consultants.

Our total liability for any claim arising out of or in connection with the services shall be limited to the amount you paid to us for the specific service 90 (ninety) days preceding

the date on which you first assert a claim.
Nothing in these Terms limits or excludes our liability for any matter in which liability cannot be lawfully limited or excluded under applicable law.

Cookies

We use cookies and similar technologies to enhance your browsing experience, analyze traffic, and understand how users interact with our Platform. These may include: (i) essential cookies – required for basic site functionality and security; (ii) analytics cookies – help us understand how visitors use the Platform; (iii) functionality cookies – remember your preferences to improve your user experience. By continuing to use the Platform, you consent to our use of cookies as described.

Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of the Republic of Cyprus, without regard to its conflict of law provisions. The parties agree that the courts of the Republic of Cyprus shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms or their subject matter or formation.
Our failure to enforce any right or provision of these Terms shall not be deemed a waiver of such right or provision. If any provision of these Terms is held to be invalid, illegal or unenforceable under applicable law, that provision shall be modified to the minimum extent necessary to make it valid, legal and enforceable, and the remaining provisions of these Terms shall continue in full force and effect.
These Terms constitute the entire agreement between you and us regarding our services and supersede all prior agreements and understandings, whether written or oral, relating to the same subject matter.
No person who is not a party to these Terms shall have any rights to enforce any provision of these Terms, except in circumstances where, under applicable law, a third party has enforceable rights due to agency, assignment or other established legal principles recognized in Republic of Cyprus.
Each of the exclusions and limitations of liability set out in these Terms is intended to be severable and, where necessary, interpreted so as to be enforceable under applicable law. If any provision of these Terms is found to be invalid or unenforceable, it shall be modified to the minimum extent necessary to comply with applicable law, without affecting the validity of the remaining provisions.

Before initiating any legal proceedings, you agree to attempt to resolve any dispute, claim, or controversy arising out of or relating to these Terms or the use of our services through a good-faith pre-claim process. To initiate this process, you must send a written notice describing the nature of the dispute and the relief sought to the following address: email to hello@migrun.tech or registered mail to Migrantora Ltd, Registration Number HE 481416, Lordou Vyronos 36, Nicosia Tower Center, 7th floor, 703, 1096, Nicosia, Republic of Cyprus.
We will review and respond to your notice within 30 days of receipt. Both parties agree to use reasonable efforts to resolve the dispute amicably during this period. If the dispute is not resolved within 60 days from the date we receive your written notice, either party may initiate formal legal proceedings. Any unresolved dispute shall be submitted to the exclusive jurisdiction of the courts of the Republic of Cyprus, and the applicable governing law shall be the laws of the Republic of Cyprus.

Language and Electronic Communications

You agree that all agreements, notices, disclosures, and other communications provided to you electronically via email or through the Platform satisfy any legal requirement that such communications be in writing. You consent to receive such communications in electronic form.
These Terms are written in English and are intended to be understood as such. If you do not fully understand any part of these Terms, you are strongly advised to seek independent legal advice and/or a professional translation before agreeing to them or using our services. Migrun shall not be responsible for any misunderstanding or misinterpretation of these Terms due to language difficulties or lack of legal understanding. The machinery translation into Russian is provided on the Platform for ease of use only; please always refer to the English version of the Terms.

Bonus Program

General Provisions

The Migrun Bonus Program ("Program") allows eligible participants to earn points for referrals, reviews, and other qualifying activities, and redeem those points for rewards. By participating in the Program, you agree to these terms. Migrun reserves the right to modify, suspend, or terminate the Program at any time without prior notice.

Eligibility

The Program is available to Migrun clients who have purchased a Spain visa support package. Partners and affiliates enrolled in the commission-based affiliate program are not eligible to participate in the Bonus Program simultaneously. Participants must have an active Migrun account in good standing.

Earning Points

Referral Points. Participants earn 1 point for every 50 EUR spent by their referrals on any Migrun service. Points are calculated based on the actual amount paid after any discounts are applied. Points are earned from all purchases made by referrals within 12 months of the referral's first purchase; purchases made after this period do not qualify. Points are calculated from the total order amount, including all family members and add-on services.

Video Review for Migrun (10 points). Video must be recorded following the script provided by Migrun. Participant must grant Migrun usage rights for website, advertising, and social media. Video must not contain background music and must be submitted in a usable format. Points are credited after moderation, signing the usage agreement, and receiving the file. Migrun may decline videos that do not meet quality or format requirements. Limited to 1 video review per participant.

Social Media Post (10 points). Post must be published on Instagram, Telegram channel, Facebook, LinkedIn, or YouTube. Post must be public, accessible via link, and in video or post format (stories do not qualify). Content must be positive in tone and must tag Migrun social accounts and include a link to Migrun's page. Participant must send the post link to Migrun for verification. Account must be genuine; Migrun reserves the right to decline suspicious accounts. Limited to 1 social media post per participant.

If a qualifying review or post is deleted or hidden after points are credited, Migrun may revoke the points. If points have already been redeemed, a negative balance may be applied or future rewards may be restricted.

Points Balance

Points do not expire as long as the participant's account remains active. Points cannot be transferred between participants, have no cash value, and cannot be exchanged for

cash. If a referral receives a full or partial refund, the corresponding points will be deducted from the participant's balance. Points balance cannot go below zero.

Redeeming Points

Points may be redeemed for rewards listed in the rewards shop by contacting Migrun support via the in-app chat. Rewards earned through points may generally be combined with other promotions unless otherwise specified. Migrun reserves the right to modify point values of rewards, add new rewards, or remove existing rewards at any time without prior notice.

Program Changes

Migrun reserves the right to modify these terms at any time. Continued participation constitutes acceptance of any modifications. Migrun may terminate any participant's enrollment for violation of these terms or for fraudulent or abusive activity. Upon termination, any unredeemed points will be forfeited.

Contact us

If you have any questions about these Terms, please contact us hello@migrun.tech. Migrantora Ltd, Registration Number HE 481416, Lordou Vyronos 36, Nicosia Tower Center, 7th floor, 703, 1096, Nicosia, Republic of Cyprus.