Refund Policy

Indonesia-Arrival.com

1. Our Services

Indonesia Arrival is an independent intermediary service that assists travelers with the mandatory Indonesia Arrival Card (Electronic Customs Declaration & Health Pass) and, where selected, the EVOA (Electronic Visa on Arrival). We are not affiliated with the Indonesian government and submit applications through official systems on behalf of our customers.

Advantages of our service include:

- Timed submission: Applications are submitted at the optimal moment before travel.
- Multilingual support: Assistance available in multiple languages.
- Website accessibility: Available in several major travel languages.
- Integrated EVOA application: One-click option to apply for an EVOA after submitting the Arrival Card.
- Dedicated customer support.

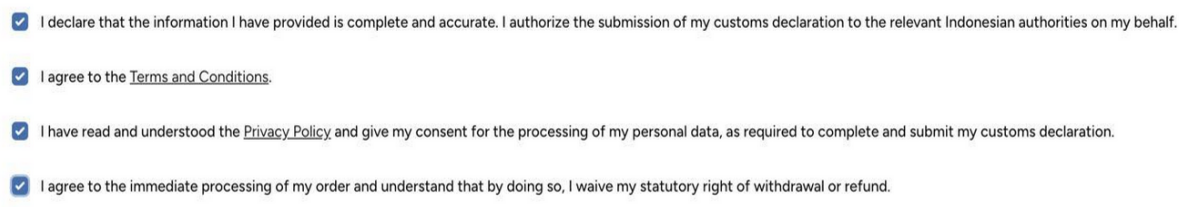
2. Customer Consent Before Purchase

Before completing a purchase, customers must explicitly agree to the start of our service and the applicable refund conditions through a mandatory checkbox during checkout.

By selecting this checkbox, customers confirm that:

- They request the immediate start of the service.
- They understand processing begins shortly after payment.
- They acknowledge that their right of withdrawal may be waived once processing starts.
- They agree to the Terms & Conditions and Refund Policy.

The screenshot below illustrates the consent statement presented during checkout:



3. General Refund Conditions

- Refund requests may be submitted up to 120 days after purchase.
- All requests must be submitted via: https://indonesia-arrival.com/support
- Because processing begins shortly after payment for this digital service, completed services are normally non-refundable.

4. Arrival Card Refunds

A. Not Delivered

- If an Arrival Card has not been delivered, we refund the full amount for the affected traveler(s).
- Refunds are typically returned within 10 business days depending on the customer's bank.
- For group orders, refunds apply only to travelers whose Arrival Card was not delivered.

B. Delivered

- If the Arrival Card has been delivered, the service has been fulfilled as agreed.
- Refunds are not required under our Terms & Conditions.
- Customers waive the right of withdrawal during checkout.

5. EVOA Refunds

A. Not Delivered

- If the EVOA has not been delivered, we refund the full amount for the relevant traveler(s).
- Refunds are typically processed within 10 business days depending on the bank.
- For group orders, refunds apply only to travelers whose EVOA was not delivered.

B. Delivered

- If the EVOA has been delivered, the service is considered complete.
- The service is non-refundable under our Terms & Conditions.

6. Situations Where Refunds Are Not Granted

- Incorrect or incomplete information provided by the customer.
- Changes to travel plans.
- The traveler decides not to use the service.
- Government authorities deny entry or reject the application.
- The service has already been successfully delivered.

7. Refund Request Procedure

- All refund requests must be submitted through: https://indonesia-arrival.com/support
- Include the full name used in the application.
- Include the order reference number.
- Provide a description of the issue.

8. Chargebacks and Payment Disputes

- Customers agree to contact Indonesia-Arrival.com before initiating disputes with banks or payment providers.
- We may provide documentation including proof of purchase, proof of service delivery, and proof of customer consent.
- This documentation confirms that the customer accepted the service terms before payment.

9. Policy Updates

Indonesia-Arrival.com reserves the right to update or modify this Refund Policy at any time. The latest version will always be available on our website.