

## **Refund Policy – Indonesia Arrival**

### **Our Services**

Indonesia Arrival offers an independent intermediary service to help travelers complete the mandatory **Indonesia Arrival Card** (which combines the Electronic Customs Declaration and Health Pass) for entry into Indonesia. We are not affiliated with the Indonesian government, but assist with submitting the required information through the official channels.

### **Immediate Processing & General Policy**

Our service is designed for speed and efficiency. Once payment is made, we immediately begin processing your Arrival Card application, and the form is typically submitted within minutes. As a result, payments are generally **non-refundable once the application has been submitted**.

### **Exceptions & Customer Satisfaction**

We aim to provide a transparent and reliable service. If you feel that our service did not meet your expectations, or if you were unaware that Indonesia Arrival is a third-party intermediary, we invite you to contact us.

Although we clearly state our independent role throughout the order process, we understand that misunderstandings can occur. We therefore review refund requests **on a case-by-case basis** and may grant a refund in the following circumstances:

- If your application was not delivered or processed as promised;
- If you reasonably misunderstood the nature of our service;
- If there was a clear technical or service-related issue on our part.

### **No Guarantee from Authorities**

Indonesia Arrival cannot guarantee the acceptance or processing outcome by Indonesian authorities. While we assist in submitting your Arrival Card correctly and promptly, final responsibility lies with the government systems. We are not liable for any delays or issues that occur after submission.

### **Contact Us**

If you have any questions about this policy or need support with your application, please contact us at:

**Email:** [info@indonesia-arrival.com](mailto:info@indonesia-arrival.com)

We are here to help.