General Terms and Conditions

Indonesia-Arrival.com | TheorieDigitaal B.V.

1. Company Information

TheorieDigitaal B.V.
Otto Reuchlinweg 114-2
3072 MD Rotterdam
The Netherlands
Email: info@indonesia-arrival.com
Chamber of Commerce (KvK): 68026951
VAT number: NL857271246B01

2. Services Provided

Indonesia-Arrival.com provides independent document processing and application assistance for travelers who are required to complete the Indonesia Arrival Card before entering Indonesia.

Our service includes reviewing submitted information, securely processing applications, providing multilingual guidance, and delivering completed travel documentation to customers. We act solely as an independent intermediary and are not affiliated with, endorsed by, or acting on behalf of the Government of Indonesia or any governmental authority.

3. User Responsibilities

Users are solely responsible for ensuring that all information submitted is complete, accurate, and truthful.

Incorrect, incomplete, or misleading information may result in delays, refusal of entry, penalties, or rejection by the relevant authorities.

Users remain responsible for complying with all Indonesian immigration, customs, health, and other applicable entry requirements.

4. Pricing and Payment

All prices are clearly displayed before checkout.

Payment must be made in full before processing begins.

By completing payment, the customer confirms acceptance of these Terms and Conditions and authorizes Indonesia-Arrival.com to immediately begin providing the requested digital service.

Applicable taxes are calculated in accordance with relevant legislation.

5. Delivery of Services

Processing begins after successful payment.

Applications are processed according to the selected processing option.

Customers receive their completed documentation electronically using the email address provided during checkout.

Applications submitted well in advance of travel may be processed at the appropriate time to ensure validity upon arrival.

Delivery times are estimates only and may be affected by technical issues, governmental systems, force majeure, or circumstances beyond our reasonable control.

6. Right of Withdrawal

Where applicable under mandatory consumer protection legislation, consumers may have a statutory right of withdrawal.

Customers may expressly request that performance begin during the statutory withdrawal period. Where the statutory right of withdrawal applies to a service contract, it expires upon full performance of the service only if the applicable legal requirements are met, including the customer's prior express consent to begin performance and acknowledgment that the right will be lost once the service has been fully performed.

If a customer exercises a statutory right of withdrawal before full performance, any proportionate payment for services already provided is due only where permitted by applicable law.

7. Refund Policy

Due to the personalized and digital nature of our services, completed or processed applications are generally non-refundable, subject to mandatory consumer rights.

Refund requests will be assessed individually in accordance with our Refund Policy.

Our complete Refund Policy is available at:

https://indonesia-arrival.com/refunds.pdf

8. Intellectual Property

All content available on Indonesia-Arrival.com, including text, graphics, software, branding, trademarks, logos, layouts, databases, and other intellectual property, remains the exclusive property of TheorieDigitaal B.V. or its licensors.

No content may be copied, reproduced, distributed, modified, translated, published, or commercially exploited without prior written permission.

9. Limitation of Liability

Indonesia-Arrival.com provides document processing assistance only.

We do not make governmental decisions, issue visas, grant permission to enter Indonesia, or guarantee approval by any governmental authority.

To the maximum extent permitted by applicable law, TheorieDigitaal B.V. shall not be liable for any direct, indirect, incidental, consequential, special, punitive, or financial damages arising from:

- inaccurate information provided by the customer;
- governmental decisions;
- entry refusal;
- travel delays;
- missed flights;
- technical interruptions;
- airline decisions;
- force majeure events; or
- circumstances beyond our reasonable control.

To the extent permitted by applicable law, our maximum liability shall not exceed the amount paid by the customer for the relevant order.

10. Privacy and Data Protection

We process personal information in accordance with applicable data protection legislation, including the General Data Protection Regulation (GDPR) where applicable.

Information may be securely transferred internationally where necessary for the performance of our services.

Further information is available in our Privacy Policy.

11. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Netherlands.

Where mandatory consumer protection legislation provides customers with additional rights, those rights remain unaffected.

Subject to applicable mandatory law, disputes shall be submitted to the competent courts in the Netherlands. Nothing in these Terms restricts a consumer's right to bring proceedings before another court where mandatory law provides that right.

12. Dispute Resolution

Customers should first contact:

info@indonesia-arrival.com

with the subject line "Dispute Resolution."

We aim to acknowledge all complaints within 48 hours and provide a substantive response within five (5) business days.

Customers are encouraged to first attempt resolution directly with us before initiating chargebacks or disputes through payment providers, without prejudice to their applicable statutory or payment-provider rights.

13. Changes to these Terms

TheorieDigitaal B.V. reserves the right to modify these Terms and Conditions at any time.

The latest version will always be published on Indonesia-Arrival.com.

Revised Terms apply to subsequent purchases. Changes to existing contracts are subject to applicable law.

14. Severability

If any provision of these Terms and Conditions is held to be invalid, illegal, or unenforceable, the remaining provisions shall remain fully valid and enforceable.

15. Contact Information

TheorieDigitaal B.V.
Otto Reuchlinweg 114-2
3072 MD Rotterdam
The Netherlands
Email: info@indonesia-arrival.com
Chamber of Commerce (KvK): 68026951
VAT number: NL857271246B01