

General Terms and Conditions

1. 1. Company Information

Ringdo B.V., trading as *Indonesia Arrival*
Otto Reuchlinweg 1142
3072 MD Rotterdam
Netherlands
Phone: +31 85 060 48 60
Email: info@indonesia-arrival.com
Company Registration (KvK): 86867164
VAT Number: NL864124259B01

2. Services Provided

Indonesia-Arrival.com (trade name: *Indonesia Arrival*) offers guidance and assistance for completing the official **Indonesia Arrival Card**, which combines the electronic customs declaration (e-CD) and health pass into one mandatory document for entry into Indonesia. We provide clear instructions and resources to simplify the process for travelers worldwide.

Please note that Indonesia-Arrival.com acts solely as an independent intermediary and is not affiliated with or endorsed by the Indonesian authorities. While we strive to ensure accuracy and ease of use, we cannot guarantee the acceptance or approval of any submitted Arrival Card.

3. User Responsibilities

- Users are responsible for providing accurate and complete information when utilizing our services. Any inaccuracies or omissions may result in delays, fines, or rejection by the Indonesian authorities.
- Users must ensure they have read and understood the requirements for entry as outlined by Indonesian law and agree to comply with all applicable regulations.

4. Pricing and Payment

- All prices for our services are clearly displayed on our website and are subject to change without prior notice. The applicable price will be presented at the time of order and before payment is completed.
- VAT is charged in accordance with EU VAT regulations. For more details, see our VAT overview, also linked in the footer of our website.
- Payment must be made in full at the time of ordering. We accept various secure payment methods, and the service will only be initiated once the payment is successfully processed.

- By completing the payment, you agree to the pricing and service terms specified.

5. Delivery of Services

- Our services are delivered based on the selected processing time and after successful payment. Users will receive their Arrival Card (including health and customs details) as per their chosen processing speed, together with an email confirmation.
- If the form is submitted more than 72 hours before travel, delivery will occur at the optimal moment so the document remains valid upon arrival.

6. Right of Withdrawal (EU Customers)

- In accordance with EU regulations, consumers have the right to withdraw from an online service contract within 14 days without giving any reason.
- However, this right lapses when the service has been fully performed within the withdrawal period and the consumer has given express consent and acknowledged they lose their right of withdrawal once the performance has started.
- Customers are required to check a mandatory confirmation box before placing an order, explicitly agreeing to the immediate start of service and waiver of the withdrawal right.
- Despite this legal framework, we offer a generous refund policy for all customers. Full details can be found at: <https://indonesia-arrival.com/refunds.pdf>

7. Refund Policy

- Due to the nature of our services, which are delivered digitally and in some cases instantly, all sales are final.
- Refunds are still possible under our goodwill refund policy and in case of technical issues.
- Contact our support team if you believe your case qualifies for a refund. See: <https://indonesia-arrival.com/refunds.pdf>

8. Intellectual Property

- All content, materials, and resources provided on Indonesia-Arrival.com, including text, graphics, logos, and software, are the intellectual property of Indonesia-Arrival.com and are protected by international copyright laws. Users may not reproduce, distribute, or modify any content without explicit written permission.

9. Limitation of Liability

- Indonesia-Arrival.com shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use of our services, including but not limited to delays, customs or health entry rejections, or penalties imposed by authorities.
- Our role is to provide guidance; therefore, we cannot be held responsible for outcomes beyond our control, such as decisions made by Indonesian officials.

10. Privacy and Data Protection

- We are committed to protecting your privacy. Personal information collected for service purposes will be handled in compliance with international data protection laws. For more details, please refer to our Privacy Policy.
- Your data may be transferred internationally as necessary to fulfill the service requirements and to comply with legal obligations.

11. Governing Law and Jurisdiction

- These Terms and Conditions shall be governed by and construed in accordance with the laws of the Netherlands.
- Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts in the Netherlands, unless otherwise required by mandatory consumer protection laws.

12. Changes to Terms

- Indonesia-Arrival.com reserves the right to modify these Terms and Conditions at any time. Changes will be posted on our website, and continued use of our services indicates acceptance of the updated terms.

13. Severability

- If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

14. Contact Information

For any questions, concerns, or assistance, please contact us at:
Email: info@indonesia-arrival.com