

Refund Policy

At **ecd-indonesia.com**, we strive to provide high-quality assistance for completing your electronic customs declaration (e-CD) for entry into Indonesia. Please read our Refund Policy carefully to understand the terms under which refunds are provided.

1. Non-Refundable Services

Due to the nature of our services, which are provided immediately upon successful payment, **all sales are final**. Once your order is processed and our guidance and resources have been delivered, we are unable to offer refunds. This is because our service is considered fulfilled once the required information and support are provided.

2. Exceptional Circumstances

Refunds may be considered in exceptional cases, such as:

- **Duplicate Payment:** If you accidentally make a duplicate payment for the same service, you may be eligible for a refund of the additional amount.
- **Technical Issues:** If a technical issue on our part prevents you from accessing our service, we will make every effort to resolve the problem. If the issue cannot be resolved, a refund may be issued at our discretion.

3. Requesting a Refund

To request a refund under exceptional circumstances, please contact our customer support team at **info@ecd-indonesia.com** within **7 days** of your payment. Include the following details in your request:

- Full name
- Email address used for the payment
- Payment date and amount
- Reason for the refund request

Our team will review your request and respond within **5 business days**. Please note that submitting a refund request does not guarantee a refund.

4. Processing Time

If your refund request is approved, the refund will be processed within **10 business days**. The amount will be credited back to the original payment method used during the transaction. Please note that processing times may vary depending on your bank or payment provider.

5. Contact Us

For any questions or concerns about this Refund Policy or to request a refund, please contact us at:

- **Email:** info@ecd-indonesia.com

Thank you for understanding our policy. We appreciate your trust in our service and are committed to providing the best possible experience.