

# General Terms and Conditions

## 1. Company Information

**ecd-indonesia.com**

Fornheselaan 202074,  
3734GE, Den Dolder, Netherlands  
Phone: +31 85 060 48 60  
Email: info@ecd-indonesia.com  
Company Registration (KVK): 64506355  
VAT Number: NL855695961B01

## 2. Services Provided

ecd-indonesia.com offers guidance and assistance for completing the **electronic customs declaration (e-CD)**, which is mandatory for entry into Indonesia. We provide detailed instructions and resources to simplify the process for travelers worldwide. Please note that ecd-indonesia.com acts solely as an intermediary and is not affiliated with or endorsed by the Indonesian customs authorities. While we strive to ensure accuracy and ease of use, we cannot guarantee the acceptance or approval of any submitted customs declaration.

## 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 customs authorities.
- Users must ensure they have read and understood the requirements for customs declarations 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.
- 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 immediately upon successful payment. Users will have access to the guidance and resources needed for the customs declaration directly on our website, and an email confirmation will be sent with all relevant details.

- It is the user's responsibility to review and use the provided information in a timely manner to ensure compliance with customs requirements.

## 6. Refund Policy

- Due to the nature of our services, which are delivered instantly, **all sales are final**, and no refunds will be issued once the service has been rendered.
- In the case of technical issues preventing service delivery, please contact our support team for assistance.

## 7. Intellectual Property

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

## 8. Limitation of Liability

- ecd-indonesia.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 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 customs officials.

## 9. 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.

## 10. Governing Law and Jurisdiction

- These Terms and Conditions shall be governed by and construed in accordance with the laws applicable worldwide, without regard to conflict of law principles.
- Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts in the country where our company is registered, unless otherwise required by mandatory consumer protection laws.

## 11. Changes to Terms

- ecd-indonesia.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.

## 12. 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.

## 13. Contact Information

For any questions, concerns, or assistance, please contact us at:

- **Email:** [info@ecd-indonesia.com](mailto:info@ecd-indonesia.com)
- **Address:** Fornheselaan 202074, 3734GE, Den Dolder, Netherlands
- **Phone:** +31 85 060 48 60

Thank you for choosing [ecd-indonesia.com](http://ecd-indonesia.com). We are here to make your customs declaration process as smooth and straightforward as possible.