

General Terms and Conditions

Indonesia-Arrival.com

1. Company Information

Ringdo B.V., trading as **Indonesia Arrival**
Otto Reuchlinweg 1142
3072 MD Rotterdam
The 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 provides professional guidance and processing assistance for the **Indonesia Arrival Card**, which integrates the electronic customs declaration (e-CD) and health declaration into one unified and mandatory document for travelers entering Indonesia. The platform offers multilingual support, clear instructions, and secure online submission to make the entry process simple and efficient.

3. User Responsibilities

- Users are responsible for providing complete and accurate information when using our services. Any incorrect or missing data may result in delays, fines, or rejection by the relevant authorities.
 - Users must ensure they have read and understood the current entry requirements for Indonesia and agree to comply with all applicable regulations.
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4. Pricing and Payment

- All prices are clearly displayed on our website and confirmed before checkout.

- VAT is applied in accordance with EU VAT legislation.
 - Payments must be completed in full at the time of order. Processing begins only after successful payment confirmation.
 - By submitting payment, the user agrees to the applicable pricing and service terms.
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5. Delivery of Services

- Services are performed according to the chosen processing option after payment confirmation.
 - Customers will receive their completed **Arrival Card** and confirmation email within the indicated timeframe.
 - Applications submitted more than 72 hours before travel are processed at the optimal time to ensure validity upon arrival.
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6. Right of Withdrawal (EU Customers)

- Under EU law, consumers have the right to withdraw from online service contracts within 14 days without providing a reason.
 - This right expires once the service has been fully performed with the customer's prior consent and acknowledgment that the right of withdrawal will be lost once processing begins.
 - Before placing an order, users must confirm their consent via a mandatory checkbox.
 - Nevertheless, we maintain a **goodwill refund policy** described in detail at: <https://indonesia-arrival.com/refunds.pdf>.
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7. Refund Policy

- Due to the digital nature of our services, all confirmed applications are considered final.
- Refunds are possible under our goodwill policy or in the event of technical errors.

- Customers may contact our support team if they believe their case qualifies for a refund. Full details: <https://indonesia-arrival.com/refunds.pdf>.
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8. Intellectual Property

All website content, including text, visuals, and software, is the intellectual property of **Indonesia-Arrival.com** and protected under international copyright law. Reproduction or modification of any material without prior written consent is prohibited.

9. Limitation of Liability

Indonesia-Arrival.com shall not be liable for any direct, indirect, incidental, or consequential damages arising from use of its services, including but not limited to entry denials, delays, or penalties imposed by authorities.

Our role is limited to providing processing assistance, and we cannot be held responsible for decisions made by Indonesian authorities or third parties.

10. Privacy and Data Protection

We value your privacy and process personal data in accordance with the **General Data Protection Regulation (GDPR)** and other applicable laws.

Data may be securely transferred internationally as required to fulfill our service obligations. Please refer to our full **Privacy Policy** for details on collection, storage, and rights.

11. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of **the Netherlands**.

Any dispute shall be subject to the exclusive jurisdiction of the competent courts in the Netherlands, unless mandatory consumer protection law provides otherwise.

12. Dispute Resolution

In case of a dispute or complaint, users are required to first contact us at **info@indonesia-arrival.com** with the subject line “**Dispute Resolution**”.

We will acknowledge receipt within **48 hours** and provide a substantive response within **five (5) business days**.

Users agree that any dispute must first be processed through this internal resolution procedure before being escalated to external parties such as banks, payment providers, or

card issuers.

Any dispute raised externally without completing this internal process shall be considered invalid and unenforceable.

13. Changes to Terms

Indonesia-Arrival.com reserves the right to amend these Terms and Conditions at any time. Updates will be published on our website. Continued use of our services constitutes acceptance of any revised terms.

14. Severability

If any provision of these Terms is found invalid or unenforceable, the remaining provisions shall remain in full force and effect.

15. Contact Information

For questions, assistance, or formal correspondence, please contact:

Email: info@indonesia-arrival.com

Address: Otto Reuchlinweg 1142, 3072 MD Rotterdam, The Netherlands