Formulir Permohonan Refund

*Refund Request Form*

|  |  |  |
| --- | --- | --- |
| 1 | Nama Pelanggan  *Customer Name* |  |
| 2 | Nomor Pelanggan  *Customer Number* |  |
| 3 | Jenis Layanan  *Service Type* |  |
| 4 | Jumlah yang akan di-refund  *Amount for refund* |  |
| 5 | Alasan refund  *Refund reason* |  |
|  |  |  |
| 6 | **Informasi Bank**  ***Bank Information*** |  |
|  | Nama Penerima  *Recipient Name* |  |
|  | Nama Bank dan Cabang  *Bank Name & Branch* |  |
|  | Nomor Rekening Penerima  *Recipient Account Number* |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Pelanggan  *Customer* | Account Executive/  Direct Sales \* | Department Head \* | Approval \* |
|  |  |  |  |
| Tanggal  *Date* | Tanggal  *Date* | Tanggal  *Date* | Tanggal  *Date* |

|  |  |
| --- | --- |
| **Catatan** | ***Note*** |
| * Pelanggan wajib melampirkan foto kopi bukti pembayaran yang telah dilakukan. * Formulir Permohonan refund wajib dilengkapi dan ditandatangani oleh pelanggan. * Proses pengembalian uang (return) ke rekening pelanggan akan dilakukan dalam tempo 14 (empat belas) hari kerja setelah seluruh dokumen diterima secara lengkap oleh Biznet. * Pelanggan menyatakan tidak akan melakukan tuntutan dalam bentuk apapun dan akan melepaskan Biznet dari segala bentuk tanggung jawab setelah seluruh proses refund selesai sehubungan dengan permohonan refund oleh pelanggan. | * *Customer is required to attach a photocopy of the payment that has been made.* * *Refund request form must be completed and signed by the customer.* * *The refunds (return) process until the fund is transferred to the customer's bank account will be made within fourteen (14) working days after all the required documents are received by Biznet.* * *Customer represents and warrants not to make any lawsuits and/or claims in any form and will discharge BIZNET from any responsibilities after all refund process completed in accordance with the refund requested by the Customer* |