

Refund Policy

SSHP-Indonesia provides an intermediary service for requesting the SATUSEHAT Health Pass (SSHP), which is required for entry into Indonesia. Due to the immediate nature of our service, we do not offer refunds once payment has been made and the application has been processed.

Non-Refundable Payment

By proceeding with payment, you acknowledge that SSHP-Indonesia will begin processing your application immediately. As a result, all fees are non-refundable once the application is submitted. This policy is in place because our service is fully rendered upon submission of your application, and the SATUSEHAT Health Pass QR code is provided within minutes of payment.

Service Guarantee

SSHP-Indonesia is committed to providing a reliable and prompt service. However, we cannot guarantee that your application will be accepted by the Indonesian authorities, as SSHP-Indonesia is an independent service provider and not affiliated with the government of Indonesia. We are not responsible for any decisions made by the authorities regarding the approval or denial of your health pass.

For questions about our Refund Policy, please contact us at info@SSHP-Indonesia.com. Our team is available to assist with any issues related to the processing of your application.