

Refund Policy for Sungai Wang Services Sdn Bhd

1. Introduction

Sungai Wang Services Sdn Bhd strives to ensure that customers are satisfied with our money remittance and e-money services. This refund policy explains when and how customers can request refunds for transactions that may not meet their expectations or are incorrect.

2. Eligibility for Refunds

Refunds may be granted under the following circumstances:

- a) The transaction has not been processed or completed.
- b) The transaction was a result of an error on the part of Sungai Wang Services Sdn Bhd, including system malfunctions or duplicate charges.
- c) The service was not delivered as described or there were discrepancies that resulted in a failed or incorrect transfer.

Refunds will not be provided under the following conditions:

- a) Transactions that have been fully processed or where the funds have been disbursed to the recipient.
- b) If the transaction was completed correctly but the customer changes their mind.

3. Refund Process

Customers must submit a refund request within 7 days from the date of the transaction. Requests can be made through our customer support channels or via email.

Refund requests must include:

- a) Transaction reference number
- b) Reason for the refund request

Any relevant supporting documents (e.g., receipts, screenshots, chatlogs, email communications, etc...)

4. Refund Timeframe

We will acknowledge the receipt of a refund request within 2 business days.

Approved refunds will be processed within 14 business days after the request has been verified.

5. Refund Method

Refunds will be credited to the original payment method used for the transaction. If the original method is no longer available, an alternative method may be agreed upon after consultation with the customer.

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201801022690 (1284709-H)

6. Fees

Refunds for erroneous or duplicate transactions will not incur additional fees. However, any transaction fees related to user error via payment systems such as Society for Worldwide Interbank Financial Telecommunication (SWIFT) (e.g., entering incorrect recipient details) will be borne by the customer.

7. Contact Information

For further questions on refunds, please contact us at:

Email: hello@sungaiwangservices.com