

## Refunds Policy

Payment Method	Refund Method	Trip4asia Academy Sdn Bhd Processing Time Frame	Payment Gateway Processing Time Frame	Bank Processing Time Frame
FPX	Directly refunded from Trip4asia Academy Sdn Bhd	3 to 5 working days		Nil
MOLPAY / IPAY88	Credit Card / Alipay / Unionpay	Cancellation initiated on the same day as the transaction, refund will be credited back to customer on the same day		Nil
			Cancellation initiated the next day after the transaction, email notification will be sent to customer	7 to 14 working days

Refunds can be processed in case of return or cancellation. For your convenience, we are offering different refund options for you to choose from, based on your payment method at the time of purchase.

Once the refund is initiated, you will be contacted as below:

- 1) You will receive an email from the payment gateway provider pertaining the refund.
- 2) You will receive a booking cancellation email and Trip4asia Academy sdn Bhd's Customer Service agent will contact you directly pertaining the cancellation.

**Below are for each of the refund channels and time frame.**

### **IMPORTANT NOTE:**

- 1) Should you wish to request for refund after purchasing from Trip4asia Academy Sdn Bhd, please contact our Customer Service Agent directly to initiate the refund process and **DO NOT** contact the credit card issuing bank.
- 2) If the refund does not arrive after the next two month's statement, please contact your issuing bank or party directly for further assistance.