

CANCELLATION, AND REFUND POLICY ON SERVICE

Provided by Hebat Service Trans Trade Sdn Bhd

Cancellation Period: Customers may cancel their service booking within 24 hours of making the reservation without penalty.

Cancellation Fees: If cancellation occurs more than 24 hours after booking, a cancellation fee of 25% of the total service cost will be charged.

Refund Eligibility: Refunds will be issued for cancellations made within the allowable cancellation period (24 hours from booking). Refunds will be processed within 5-7 business days and will be credited back to the original method of payment.

Non-Refundable Services: All freight booking purchase are strictly nonrefundable and non-deferrable.

Process for Cancellation: To cancel a service booking, customers must contact our customer service department at info@hebatserVICETranstrade.com

Changes to Reservations: Changes to reservation dates or times may be accommodated depending on availability and must be requested at least 48 hours before the scheduled service time. Additional charges may apply for changes made outside of this timeframe.