

# How to Order

**@rebornjxc** (formerly @jastipxcyn)

## 1. Fill Out the Order Form

- Request the form from our admin via Instagram, X or Whatsapp, then complete all the required information.

## 2. Choose Your Payment Option

- **Service Fee Only** – If you will be paying for the ticket using your own payment method. You must be available during the ticket sale and have your payment details ready.
- **Full Payment** – If you would like our team to purchase the ticket on your behalf using our team's payment method. Please complete the full ticket payment no later than one day (D-1) before the ticket sale begins.

## 3. Select a Payment Method

- **PayPal** – A 10% non-refundable PayPal processing fee applies.
- **Indonesian Bank Transfer**

## 4. Wait for Ticketing Day

- Our team will manually attempt to secure your requested tickets during the ticket sale.

## 5. Ticket Confirmation

- If your tickets are successfully secured, we will notify you and provide the necessary information to access or claim your tickets according to the ticketing platform's policy.



# Frequently Asked Q

## **How does your ticket purchasing service work?**

We help you purchase tickets using your personal information through either your own ticketing account or our team's account, depending on the requirements of the ticketing platform.

## **What is your service fee?**

Our service fee varies depending on the event and ticket category. Please contact us for our latest pricing.

## **What is included in the service fee?**

The service fee covers our team's preparation, manual ticket purchasing assistance, and ticketing efforts during the ticket sale.

## **What information do you need from me?**

The required information depends on the ticketing platform. We may need your full name, passport number, email address, phone number, date of birth, and/or your ticketing account credentials. If you choose the Service Fee Only option, we may also require your payment details, depending on the ticketing platform, to complete the checkout.

## **How and when do I make payment?**

We accept PayPal and Indonesian bank transfers. Please complete your payment no later than one day (D-1) before the ticket sale begins.

## **Can you help me choose ticket categories?**

Yes. We will do our best to secure your preferred ticket category. We also recommend selecting backup categories to increase your chances of getting tickets.

## **Do you guarantee that I'll get tickets?**

We will do our best to secure your requested tickets. However, as ticket availability depends on demand, queue position, and the ticketing platform, we cannot guarantee a successful purchase.

## **What happens if my ticket request is unsuccessful?**

If we are unable to secure your tickets, any refundable payment will be processed in accordance with our Terms & Conditions.

## **How will I receive my tickets?**

Tickets will be delivered according to the ticketing platform's policy. In most cases, you can access or claim your tickets directly through the ticketing account or email address used for the purchase.

## **Can I cancel or change my order?**

Cancellation requests are subject to our Terms & Conditions. Please note that certain payments, including service fees, may be non-refundable. Any changes to your order will depend on the ticketing platform's policy and the stage of the ticketing process. Please contact us as soon as possible if you need to make any changes.

## **Will my personal information be kept confidential?**

Yes. Your personal information will only be used for ticket purchasing purposes and will not be shared with third parties unless required by the ticketing platform or applicable law.

## **Are there any additional fees?**

PayPal payments are subject to an additional 10% processing fee. If you choose the Full Payment option using our team's payment method, the final amount may also include currency conversion based on our payment card exchange rate (to IDR) and the PayPal withdrawal exchange rate (USD to IDR), where applicable.

## **What happens if my payment fails after my ticket is added to the cart?**

If checkout cannot be completed due to payment failure, technical issues with the ticketing platform, or other circumstances beyond our control, the service fee will remain non-refundable. Please refer to our Terms & Conditions for more information.

# Terms & Conditions

1. The service fee must be paid no later than **one day (D-1)** before the ticket sale begins.
2. E-tickets will be issued using the customer's personal information. We do not provide physical ticket exchange services.
3. Customer information will only be used for the purpose of purchasing tickets and will not be shared with third parties unless required by the ticketing platform or applicable law.
4. Service slots are non-transferable to protect customer privacy and ensure a smooth ticketing process.
5. If the customer's preferred ticket category is no longer available during the ticketing process, we will automatically purchase the previously selected backup category without prior confirmation.
6. During the ticketing process, please avoid repeatedly messaging or calling our admin so our team can focus on securing tickets.
7. As ticket availability depends on demand and the ticketing platform, we cannot guarantee a successful purchase. However, **we will do our best during the ticket sale.**
8. If we are unable to secure the ticket because it is sold out or we officially end our attempt, the ticket payment will be fully refunded, and the service fee will be 100% refundable.
9. **The service fee or pre-booking fee is non-refundable in the following situations:**
  - The customer cancels the request before or during the ticketing process. This includes, but is not limited to:
    - Changing personal information with the intention of transferring the service slot to another person
    - Changing the booking to a different event or the same event in another country
  - The provided presale code is invalid or has already been used.
  - The customer successfully purchases the ticket before we do.
  - We successfully add the ticket to the cart, but checkout cannot be completed due to payment failure (including declined or unsuccessful payments), technical issues with the ticketing platform, or other circumstances beyond our control.
  - If the customer chooses the "Service Fee Only" option, they are responsible for completing the ticket payment immediately once the ticket has been successfully added to the cart. Failure to complete the payment immediately may result in the loss of the ticket. In such cases, the service fee remains non-refundable, and a new service fee will apply for any future ticketing attempt.
  - The event or ticket sales are canceled or postponed by the event organizer.
  - The customer logs into the same ticketing account during our attempt, causing our queue to be removed, as the ticketing platform allows only one active queue per account.
10. Refunds will be processed after the customer provides the required refund details to our admin.
  - For non-BCA or e-wallet accounts, interbank transfer fees will be deducted from the refund amount.
  - If the payment was made via PayPal, please contact our admin to request a refund.
11. Refund details should be submitted within 24 hours after our notification. Requests submitted after this period may be delayed or may not be processed.
12. Refunds are usually processed within 24 hours after we receive the required refund details or a refund request.

**By using our service, you acknowledge that you have read, understood, and agreed to all of the Terms & Conditions stated above.**