

How to Order

@jastipxcyn

1. Fill out the order form

- Request the form from our admin via DM on Instagram or X.

2. Choose your payment option:

- **Service fee only** – if you're using your own card to purchase the ticket. You will need to standby during ticketing and have your card details ready.
- **Full payment** – if you'd like us to purchase the ticket using team's card. Please settle the full ticket price at the latest one day before the sale starts.

3. Select a payment method:

- **PayPal** – a 10% non-refundable PayPal fee applies.
- **Indonesian bank transfer**



Terms & Conditions

1. The **service fee** must be paid **no later than D-1** (one day before) ticket sales begin.
2. **E-tickets** will be issued using the **customer's personal information**. We **do not provide physical ticket exchange services**.
3. **Service slots are non-transferable** to protect customer data privacy and ensure a smooth process.
4. **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. Cancellations include:
 - **Changing personal data with the intention of transferring the slot to another person**
 - **Changing the slot to a different event or the same event in another country**
 - **The provided presale code has already been used or is invalid.**
 - The customer **gets the ticket on their own before we do.**
 - We successfully add the ticket to cart, but the customer **fails to complete the payment**, or checkout fails due to website issues or other reasons beyond our control.
 - **The event or ticket sales are canceled or postponed by the event organizer.**
 - The customer **accesses the ticketing website at the same time and causes our queue to be kicked out** (as only one queue per account is allowed)
 - If the customer **fails to complete payment for a ticket we've successfully secured**, the **service fee is non-refundable**. To use our service again, a **new service fee** will apply.
5. If the customer's **selected priority category is no longer available** during the ticketing process, we will automatically purchase the **backup category** previously chosen, without prior confirmation.
6. During the ticketing process, please **avoid sending repeated messages or calling the admin** to help us serve all customers efficiently.
7. While we **cannot guarantee 100% success** in securing tickets, we will do our best during the sale.
8. If we are **unable to secure the ticket** (either the tickets are sold out or we officially end the attempt), the **ticket price will be fully refunded**, and the **service fee will be 100% refundable**.
9. Refunds will be processed once the customer provides a **BCA bank account** to our admin.
 - For **non-BCA or e-wallet accounts**, interbank transfer fees will be deducted from the refund amount.
 - For **PayPal refunds**, customers may request a refund of the service fee by sending a message to our admin.
10. **Bank or e-wallet account details, or refund requests, must be submitted within 24 hours** after we notify you that the ticket was not secured. Otherwise, the **service fee will be forfeited for administrative reasons**.
11. **Refunds** are usually processed **within 24 hours** after the bank details or the refund request is received.
12. We are **not responsible for event cancellations or ticket sale changes** made by the event organizer.

By using our service, you agree to all the terms and conditions above.