

TransNusa

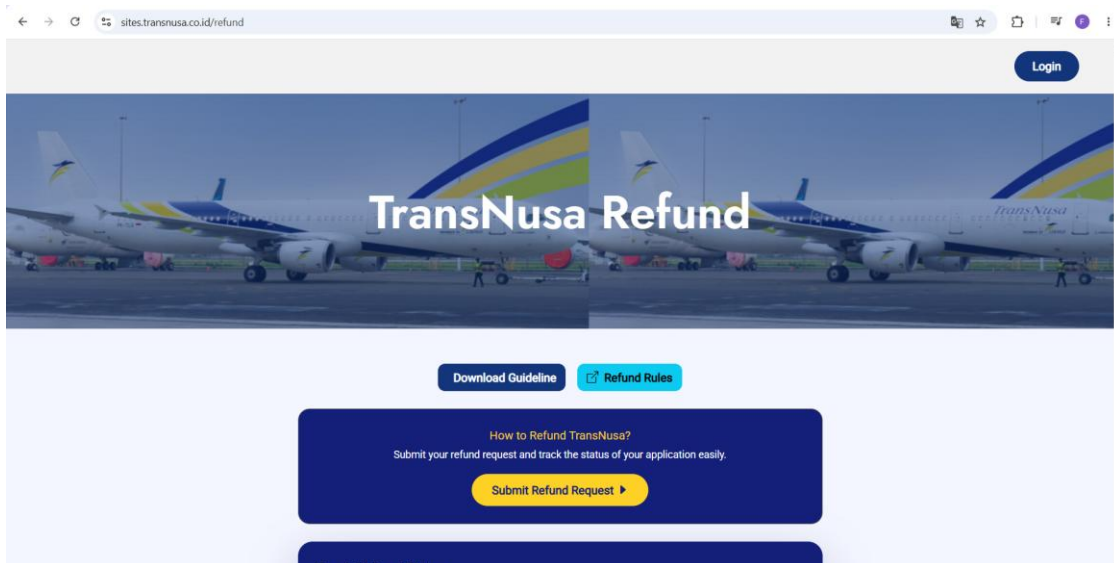
Refund Request Guideline

How to Submit a Refund Request

Follow these simple steps to submit your refund request through the TransNusa Refund portal.

Step 1: Go to the Refund Portal

Open your browser and navigate to the TransNusa Refund website at <https://sites.transnusa.co.id/refund>. You will see the home page with options to submit a refund request or track an existing one.



Step 2: Click "Submit Refund Request"

On the home page, click the "Submit Refund Request" button. This will take you to the booking validation page.

Step 3: Validate Your Booking

Enter your booking details to retrieve your reservation:

- PNR Code (Booking Reference): Your 6-character booking code, found in your booking confirmation email.
- Ticket Number: Your e-ticket number.

Click "Validate Booking" to proceed.

Step 4: Select Flights to Refund

After validation, your booking details will appear. Select the flights you want to refund by checking the checkbox next to each flight. You can use "Select All" to select all flights at once.

Step 5: Select Passengers

Select the passengers for the refund request. When you check a passenger, additional fields will appear:

- ID / Passport Number (required)
- Upload ID / Passport document (required)

Allowed file types: PDF, JPG, PNG, JPEG (max 10 MB per file).

Step 6: Fill in Contact Information

Provide your contact details:

- Email address (required) - refund status updates will be sent here.
- Country (required)
- Phone number with country dial code (required)

Step 7: Upload Ticket Document

Attach your e-ticket document. Allowed file types: PDF, JPG, PNG, JPEG (max 10 MB).

Step 8: Provide Reason for Refund

Describe the reason for your refund request in the text area provided.

Step 9: Submit Your Request

Click the "Submit Refund" button to send your request. You will receive a confirmation email with your Refund Request ID.

How to Track Your Refund Status

After submitting your refund request, you can track its progress at any time.

1. Go to the TransNusa Refund home page at <https://sites.transnusa.co.id/refund>
 2. In the "Track Refund Status" section, enter your Refund Request ID.
 3. Click "Check Status" to view your refund progress and timeline.
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Important Notes

- Keep your Refund Request ID safe - you will need it to track your refund status.
- Ensure all uploaded documents are clear and readable.
- Maximum file size per upload is 10 MB.
- Accepted file formats: PDF, JPG, JPEG, PNG.
- You will receive email notifications at each stage of the refund process.
- If your refund is approved via bank transfer, you will receive an email to submit your bank information.
- For credit card refunds, please allow 14-30 business days for the funds to be credited back to your credit card.
- For any questions, contact us at: we.care@transnusa.co.id