

Refund Request Form

IMPORTANT: Kindly take note that transaction fee charged is not refundable and every refund is subject to additional refund fee as per merchant agreement.

Merchant Name:			
Transaction Date:		Transaction ID:	
Transaction Amount:	MYR	Refund Amount:	MYR
Reason of Refund:	<input type="checkbox"/> Product return. <input type="checkbox"/> Out of stock. <input type="checkbox"/> Buyer is Uncontactable. <input type="checkbox"/> Buyer provides incorrect information. <input type="checkbox"/> Buyer mistakenly placed the order. <input type="checkbox"/> Suspicious behaviour. <input type="checkbox"/> Others: (Please specify) <hr/> <hr/> <hr/> <hr/>	Mode of Refund:	<input type="checkbox"/> Same with payment mode used. <input type="checkbox"/> DuitNow/IBG: <ul style="list-style-type: none"> Bank Name: <hr/> Bank Account Name: <hr/> Bank Account Number: <hr/> <p><i>*For Visa/Mastercard transaction, the mode of refund must be "same with payment mode used".</i></p>

Requested by:

Company Stamp:

Name:

Designation:

Date:

For Axaipay Use Only

Source of Refund:	<input type="checkbox"/> Transaction is not yet settled to merchant, direct reverse the transaction. <input type="checkbox"/> Deduct from Merchant's coming settlement balance. <input type="checkbox"/> Merchant to pay back Axaipay.	Reason of Refund (if the request is by Axaipay internally):	<input type="checkbox"/> Duplication <input type="checkbox"/> Chargeback (fraud) <input type="checkbox"/> Chargeback (service not rendered) <input type="checkbox"/> Chargeback (other reason) <input type="checkbox"/> Others: (Pls specify) <hr/> <hr/>
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Reviewed by:

Approved / Rejected by:

Executed by:

Name:

Designation:

Date:

Name:

Designation:

Date:

Name:

Designation:

Date: