

Refund Policy – Eticket-Dom

Our Services

eticket-dom.com offers an independent intermediary service to help travelers complete the mandatory Dominican Republic e-Ticket (arrival card) required for entry into or departure from the Dominican Republic. We are not affiliated with the Dominican government but assist with submitting the required information through the official channels.

Immediate Processing & General Policy

Our service is designed for speed and efficiency. Once payment is made, we immediately begin processing your e-Ticket application, and the form is typically submitted within minutes. As a result, payments are generally non-refundable once the application has been submitted.

Exceptions & Customer Satisfaction

We aim to provide a transparent and reliable service. If you feel that our service did not meet your expectations, or if you were unaware that eTicket-DOM is a third-party intermediary, we invite you to contact us.

Refund requests are reviewed on a case-by-case basis and may be granted in the following circumstances:

- If your application was not delivered or processed as promised;
- If you reasonably misunderstood the nature of our service;
- If there was a clear technical or service-related issue on our part.

No Guarantee from Authorities

eticket-dom.com cannot guarantee the acceptance or processing outcome by the Dominican Republic authorities. While we assist in submitting your e-Ticket correctly and promptly, final responsibility lies with the government systems. We are not liable for any delays or issues occurring after submission.

Contact Us

If you have any questions about this policy or need support with your application, please contact us at:

Email: info@eticket-dom.com

Address: Otto Reuchlinweg 1142, 3072 MD Rotterdam, The Netherlands

Phone: +31 85 060 48 60

We are here to help.

