



DATE:

REFUND / POST REQUEST FORM

Merchant Type EDC/MPOS QR Visa/Mastercard Epayment

Merchant Name: Merchant Number:

Would like to:

- Refund to credit card as:
 Return goods / services Duplicate Transaction Do not void transaction
 Other/Please specific:
 Collection from credit card as:
 Invalid Amount Wrong Cancellation Other /Please specific:

Description

Table with 4 columns: Card No / Order Number, Transaction Date, Amount (Refund/Post), Approve code / Reference No. Rows 1-5.

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I certify that the above statements are true in all respects.

..... Authorized Signature
(.....)

Company Stamp Position Tel

Attachment with

- Sales Slip Copy Receipt Copy Other:

Please send this form together with necessary documents attached to cardrefund@krungsri.com

17-05-2023

For more information please call 0-2626-2626 Press 9 and Press 2



Terms & Conditions

- I. If you have sent document(s) to cardrefund@krungsri.com before 13.00, your request will process 3 business day.
- II. For collection, in case of the cardholder refuses to charge. The bank will deduct the money from the merchant account to return the cardholder.
- III. Adjustment process refund/collect the cardholder only for the merchants with full amount sale transaction

What's next?

- The refund process will be reflected to merchant account within 2 business days.
- Your refund will be reflected in your customer statement within 3-5 business days.
- You can get Tax Invoice / Credit Notes at Krungsri Branch where you open the account.

For further assistance, please contact our Merchant Contact Center 0-2626-2626 Press 9 and Press 2 or another channel below:

- In case of inquiring for adjustment refund / collection, please send an email to cardrefund@krungsri.com

Mon- Fri 08.30-17.30) or Merchant Contact Center call 0-2626-2626 Press 9 and Press 2

- In case of inquiring for TAX invoice / Credit note after refund / collection, please send an email to card_settlement@krungsri.com

(Mon - Fri 08.30-17.30).

- In case of Card verify cancellation, please send sale slip to Merchant Contact Center email merchantcare@krungsri.com

- In case of payment installments with Krungsri credit card or to cancel the installment payment, the merchants can contact the installment service department calling 02-6278654 (Mon -Fri 08.30-17.30) or email to krungsriconsumer_disbursement@krungsri.com