PAYMENT ISSUE REPORT

CUSTOMER DETAILS (All Fields Are Mandatory)

Full Name of Customer (姓名) : _____

NRIC (身份证号码) : _____

Mobile Number (手机号码) : _____

Outlet Location (分店) : _____

Ticket Number (票号) : _____ Transaction ID (交易编号) : _____

Amount (金额) : **RM** _____ Payment mode (付款方式) : _____

Date of Ticket Purchase (购票日期) : _____ Time (时间) : _____

Issue (问题) : _____

_____

_____

PLEASE READ CAREFULLY 请仔细阅读

Clippers Barber strives to always ensure that our POS systems are operating effectively and efficiently. However, please be aware that certain technical issues cannot be controlled due to unforeseen circumstances. In light of recent incidents involving non-payment of services, where customers showed screenshots of payment proof, yet the payment never actually went through or was completed, we ask for your kind understanding.

在 Clippers Barber，我们全力确保我们的POS系统有效且高效地运行。 但是，请注意在不可预知的情况下，我们无法控制某些技术问题的发生。 对于近期发生的未支付服务费事件，客户仅出示付款截图作为凭证，但实际支付未过账，也未真正完成，敬请谅解。

I understand by filling out this request, I am NOT guaranteed a refund.
- **All requests are subjected to management's approval on a case by case basis where the management will review each case accordingly.**
- **If a refund is approved, our management will be in touch with you as soon as possible within 14 working days.**
- **An administrative charge of 3% will be applicable if the refund request is due to accidental reason caused by customer**

我清楚了解通过填写此请求表不能确保我得到退款。
- **所有请求均须经管理层逐案批准，管理层将相应审查每个案例。**
- **如果退款获得批准，我们的管理层将在 14 个工作日内尽快与您联系。**

如果退款请求是由于客户造成的原因，Clippers Barber 将收取3%的行政费用

SUBMISSION OF REQUEST FORM 提交请求表

After completing this form, kindly send your scanned receipt and completed form via email to **hello@clippers.com.my**

请在完成请求表之后连同收据扫描发送至电邮hello@clippers.com.my

I HAVE READ AND UNDERSTOOD THE ABOVE TERMS AND CONDITIONS 我已阅读并了解以上政策

_____	_____	_____
Signature (签名)	Date (日期)	Barber's Name (理发师姓名)