

Refund Policy:

We understand that plans can change, and we want to provide you with a worry-free experience when using our designated driver application. If you are to cancel your booking, both instant booking and scheduled booking which are both available in our applications, kindly be noted that there will be a cancellation fees associated with the booking accordingly :

Scheduled booking cancellation : Cancellation fee will be charged and/or deducted from your in-app wallet (given the circumstance that your wallet has sufficient balance to be deducted), if cancellation is made 45 minutes prior to scheduled booking time no fee will be charged

Instant booking cancellation : Cancellation fee will be charged and/or deducted from your in-app wallet (give-n the circumstance that your wallet has sufficient balance to be deducted), if cancellation is made after the user has been notified the driver is already on the way to user's order pick up point.

Please be noted that the cancellation fee will be charged as the amount according to the 'base fare' stated in booking fee when the user place the order.

Cancellation fee IS not refundable.

We want you to be completely satisfied with your in-application wallet experience. If you have made an incorrect payment, or if you have been charged incorrectly, we offer a refund.

To be eligible for a refund, the following criteria must be met:

The refund request must be submitted within 7 days of the transaction.

The transaction must have been made through our application wallet.

The refund request must be submitted through our application wallet or via email to hello@dddride.my

The transaction must not have been in violation of our Terms of Service.

To initiate a refund, please contact us through our application customer service or email us at hello@dddride.my. Please provide us with your account information, the transaction details, and the reason for the refund request. Our team will review your request, and if it meets the eligibility criteria, we will issue the refund within 14 days.

Please note that refunds will be issued to the original form of payment used to make the transaction. Any applicable fees charged by your bank or financial institution are outside of our control and are not refundable.