

REFUND POLICY

Our Return and Refund Policy was last updated November 2024
Thank you for parking payment.

If, for any reason, You are not completely satisfied with a parking payment We invite You to review our policy on refunds. This Refund Policy has been reviewed by our legal department

The following terms are applicable for refund policy

- There are additional charges when using parking services accompanied by valid transaction proof.
- The incident must have occurred in a parking area using a system supplied by JLG Metro Sdn Bhd or Valtro Services Sdn Bhd.
- The claim period is no more than 7 days from the date of the incident.

For the refund process, please contact us:

- **By visiting this page on our website:**
<https://metro-parking.com/v2/my/contact-us/>
- **By sending us an email:**
customerservice@metro-parking.com or
mpm.customerservice@jlandgroup.com.my.
- **By contact us at:**
+603 2081 2777