



Live the Glory – Love the Luxe

Customer Validation Process

(Online Payments – Glory Luxe Concepts (Pvt) Ltd)

1. Booking & Payment Information Collection

For online transactions, customers are required to provide:

- Full name
- Valid mobile number
- Email address
- Service or product details
- Preferred appointment date and time (for bookings)

The information is captured through our official booking system or payment interface.

2. Payment Authentication

All online payments are processed through the authorised bank payment gateway, which supports:

- Secure card authentication protocols
- OTP or 3D Secure verification (where applicable)
- Card issuer authentication procedures

Glory Luxe Concepts (Pvt) Ltd does not store customer card details on its systems.

3. Confirmation Process

1. Upon successful payment, customers receive a confirmation message via SMS, WhatsApp, or email.
2. Appointment bookings are recorded in the internal scheduling system.
3. For higher-value transactions, management may directly contact the customer for verification.



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4. Identity Verification at Service Point

For in-studio services:

- Customers may be requested to confirm their booking reference or registered mobile number.
- For prepaid services, payment confirmation is verified against the system before service delivery.

For academy registrations or franchise-related payments:

- National Identity Card or passport details may be requested for documentation purposes.
- A formal agreement or enrolment form is signed prior to service commencement.

5. Fraud Prevention & Risk Monitoring

1. The company monitors unusual transaction patterns, including:

- o Multiple failed attempts
- o Mismatched customer details
- o High-value transactions outside normal service ranges

2. Suspicious transactions may be temporarily held pending verification.

3. The company reserves the right to decline or cancel transactions suspected of fraud.

6. Data Protection

Customer information is used solely for service delivery, booking management, and internal record-keeping purposes.

Access to payment and booking data is restricted to authorised personnel only.

Glory Luxe Concepts (Pvt) Ltd maintains internal controls to ensure secure, transparent, and compliant validation of all online transactions.



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