



Live the Glory – Love the Luxe

Dispute Resolution Process

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

1. Customer Communication Channels

Customers may raise any payment-related or service-related disputes through the following official channels:

- Email: gloryluxe@icloud.com
- Telephone / WhatsApp: +94 70 422 3885
- In person: At the GloryLuxe Beauty Studio

All disputes must include transaction details, date of service or purchase, and proof of payment to enable proper verification.

2. Initial Review Process

1. Upon receipt of a dispute, the matter will be recorded in the internal dispute register.
2. An acknowledgement will be issued to the customer within 48 hours.
3. The management team will conduct a review based on:
 - Payment gateway transaction reference
 - POS or booking system records
 - CCTV records, where applicable
 - Staff service logs
 - Customer communication history

3. Resolution Timeline

1. The internal review process will be completed within 5–7 working days.
2. If additional clarification or documentation is required from the customer, the timeline may be reasonably extended.
3. The customer will be formally notified in writing of the outcome and any action taken.



(+94) 70 422 3885
(+94) 31 228 4250



<https://gloryluxebeauty.com>



Glory Luxe Concepts (Pvt) Ltd
144 Diulapitiya Road,
Marandagahamula. 11260



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4. Refund or Adjustment

Where a dispute is determined to be valid:

- A refund will be processed to the original payment method in accordance with the company’s refund policy, or
- A service credit or rescheduling option may be offered, subject to mutual agreement.

All refunds are subject to proper verification and management approval prior to processing.

5. Chargebacks

In the event of a bank-initiated chargeback, Glory Luxe Concepts (Pvt) Ltd will respond promptly by providing supporting documentation including:

- Invoice or booking confirmation
- Proof of service delivery
- Customer communication records
- Signed consent forms, where applicable

The company will fully cooperate with the acquiring bank and payment gateway provider to ensure transparent and timely resolution.

6. Escalation

If a dispute cannot be resolved internally, the matter may be escalated through:

- The acquiring bank’s formal dispute mechanism
- Relevant consumer protection or regulatory authorities in Sri Lanka, where applicable

Glory Luxe Concepts (Pvt) Ltd is committed to fair, transparent, and timely resolution of all customer disputes while maintaining full compliance with banking, regulatory, and operational standards.



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