



Live the Glory – Love the Luxe

Terms & Conditions, Refund & Cancellation Policy

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

1. General Terms for Online Payments

1. All online payments are processed securely through the authorised payment gateway provider.
2. Customers are required to provide accurate personal and payment information at the time of booking or purchase.
3. Online payments may be used for:
 - Advance appointment bookings
 - Service packages and promotional offers
 - Beauty academy registrations
 - Franchise-related payments (where applicable)
 - Cosmetic and beauty product purchases
4. A booking confirmation will be issued via SMS, WhatsApp, or email upon successful payment.

2. Appointment Booking Policy

1. Certain services may require full or partial advance payment to confirm the booking.
2. Customers must arrive on time for their appointment. Delays exceeding 15–20 minutes may result in rescheduling subject to availability.
3. GloryLuxe Beauty Studio reserves the right to reschedule appointments in case of operational or unforeseen circumstances, with prior notice to the customer.

3. Cancellation Policy

1. Appointment cancellations made at least 24 hours prior to the scheduled time are eligible for rescheduling or refund.
2. Cancellations made less than 24 hours before the appointment may be subject to a cancellation fee or may be treated as non-refundable, depending on the service category.
3. No-shows without prior notice will not be eligible for refunds.

For academy registrations and franchise-related payments, cancellation terms will be governed by the specific agreement or enrolment terms communicated to the client at the time of payment.



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



<https://gloryluxebeauty.com>



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



Live the Glory – Love the Luxe

4. Refund Policy

1. Refunds will be considered only under the following circumstances:
 - Duplicate payment
 - Incorrect billing amount
 - Service unavailability due to company-side cancellation
 - Valid service-related dispute after internal review
2. Refund requests must be submitted within 7 days of the transaction date, together with proof of payment.
3. Approved refunds will be processed back to the original payment method within 7–14 working days, subject to banking procedures.
4. Transaction processing fees charged by the payment gateway may be deducted where applicable.
5. Cosmetic and retail product sales are generally non-refundable once opened or used, unless the product is proven defective.

5. Pricing & Currency

1. All prices are displayed in Sri Lankan Rupees (LKR) unless otherwise specified.
2. Applicable taxes will be included as per prevailing regulations.
3. In case of pricing errors, Glory Luxe Concepts (Pvt) Ltd reserves the right to cancel the transaction and issue a full refund.

6. Fraud Prevention

1. The company reserves the right to decline or hold any transaction suspected of being fraudulent or unauthorised.
2. Additional verification may be requested for high-value transactions.



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



<https://gloryluxebeauty.com>



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