

Refund Policy



Luxtious

Refund Policy

The Refund Policy is imposed to establish an orderly method when you request or file for a refund for deposits you have made in your trading account with us.

To request a refund, you can contact us via live chat support on the Website. You can also call us at +18007059578 or email customerservice@luxtious.com using your registered email address with Luxtious.com, where the message should include the necessary Client information. All refund requests are subject to our approval and will be reviewed by our relevant department accordingly. You acknowledge and accept that you have read and understood our official Terms and Conditions and other provided legal documentation upon your refund request. In our sole discretion, we reserve the right to reject or cancel any refund request if such was made with unseemly intentions or if it contradicts our Terms and Conditions of Use or other agreements.

You must also ensure that you do not have any ongoing or unresolved conflict with our Terms and Conditions and other contracts or agreements between you and the Company. Any refund request from an account with a record of suspension or restriction due to violating our Terms and Conditions will be rejected automatically.

In compliance with the general conditions of our affiliated banks and payment service providers ("PSPs"), your refund transactions will be processed through the same method you used to deposit.

If the fund was processed through a credit card, we could only refund it in the same or fewer amounts. If the payment method you have used becomes temporarily or permanently unavailable, we will offer a different available method appropriate for your transaction.

We do not charge any fee for financial transactions, including refunds, wherein you are responsible for settling any additional costs or charges from third-party banks or payment processors.

You acknowledge and agree that all refund requests are processed within seven business days. If such a refund request is approved and processed successfully, you can expect to receive it within 30 business days.

You understand and agree that you must provide all necessary information with the correct and accurate details that we require upon your refund request.

We also collect your device information, such as the type of browser and mobile device you use, the app version, and mobile network identification. Your device may also ask permission to enable your location settings, which, if you enable, we may collect, including the precise location of your device. We record users' activities on our Website, including any posted content, logged account details, and transaction information, including the amount and currency of deposits and withdrawals.

Risk Disclaimer: Online trading involves substantial risk and may not be suitable for all investors. The high level of leverage available in the market can amplify both potential gains and losses, leading to significant financial exposure. Market prices are influenced by various factors, including economic, political, and market conditions, which can change rapidly and unpredictably. Traders should carefully consider their risk tolerance and financial situation before engaging in trading. Before using the services offered by Luxtious, all users are required to acknowledge the associated risks. Additional information can be found in our Risk Disclosure Statement.

