REFUND POLICY

LAGOMLUX DMCC

Version dated 15 July 2026

1. General Provisions

1.1. This Refund Policy (the "Policy") explains the approach taken by LAGOMLUX DMCC (the "Company", "we") when a Payout initiated by a Client through the Service does not result in funds being credited to the Recipient (a "Failed Payout"), or when a Payout that was successfully completed is later reversed by a Payment Provider or bank.

1.2. The Policy covers only the funds debited from a Client, or set aside by the Company, in order to carry out a specific Payout request. It does not extend to any other charges the Company applies for use of the Site or Service, which cannot be refunded except where applicable law requires otherwise.

2. Circumstances That May Cause a Payout to Fail

2.1. A Payout is classified as a Failed Payout where it does not go through for one of the following reasons:

- the Recipient's payout details (such as card number, account number, or other required information), whether supplied or confirmed by the Recipient or entered by the Client, turned out to be incorrect, incomplete, or invalid;
- the relevant Payment Provider, card scheme, or bank refused, blocked, or was unable for technical reasons to carry out the transaction;
- the transfer or receiving limits set by a Payment Provider, bank, or applicable law were exceeded;
- the transaction was held, delayed, or rejected as a result of fraud screening, risk checks, AML/KYC procedures, or applicable sanctions requirements;
- a technical malfunction occurred at a Payment Provider or other infrastructure beyond the Company's reasonable control;
- the transaction could not be completed due to force majeure.

3. Handling of a Failed Payout

3.1. The Company updates the status of the request to Failed in the Client's account without undue delay, and in any event within 3 (three) business days of being informed of the decline or failure by the relevant Payment Provider.

3.2. Where funds were debited from the Client but never reached the Recipient, the Company returns the corresponding amount to the Client within 5 (five) business days of the Failed Payout being recorded, minus any non-recoverable fee that a Payment Provider has actually retained in connection with the failed attempt.

3.3. The Client is informed of the Failed Payout and of the return of funds via the account dashboard and/or the contact details on file.

3.4. Once funds have been returned, the Client is free to resubmit the Payout with corrected Recipient information.

3.5. If a Payout has already been credited to the wrong party because of incorrect Recipient details supplied by the Client or the Recipient, the Company will make reasonable efforts, working through the relevant Payment Provider, to recover the funds. Recovery cannot be guaranteed, since it depends on the policies and cooperation of the receiving bank or Payment Provider, as well as the recipient of the erroneous transfer.

4. Payouts Reversed After Completion

4.1. If a Payout that was originally completed is later reversed, recalled, or charged back by a Payment Provider, card scheme, or bank - for instance because of a dispute, suspected fraud, or a compliance requirement - the Company will notify the Client. Where the reversed funds are returned to the Company, they will be credited back to the Client's account, less any fee retained by the Payment Provider in connection with the reversal, within a reasonable period after the funds are received.

5. Situations Where a Refund Is Withheld or Reduced

The Company may withhold a refund to the Client, or reduce the amount returned, in the following situations:

- the funds were in fact credited to the Recipient in line with the details supplied or confirmed by the Client or Recipient, in which case the transaction is not treated as a Failed Payout;
- the Client or Recipient provided a third party's details without a lawful basis for doing so, or the Service was used for a fraudulent purpose;
- recovery of the funds is blocked by applicable sanctions, AML/CFT rules, or a binding order from a competent authority;
- a Payment Provider has retained a non-refundable fee for a declined or reversed transaction, in which case that amount is deducted from the sum returned.

6. Timeline for Reviewing Requests

6.1. A Client may reach out to support regarding the status of a Failed or Reversed Payout at any point after it has been recorded.

6.2. The Company aims to review and respond to such requests within 10 (ten) business days of receipt. If further information is needed from a Payment Provider, this timeframe may be extended, and the Client will be kept informed.

7. Submitting a Request

7.1. A request concerning a Failed or Reversed Payout should be submitted through the support section of the Client's account, or by emailing info@lagomlux.com with the Payout reference, date, amount, and Recipient details included.

7.2. The Company may ask for supporting documents to confirm the Client's or Recipient's entitlement to the funds, in particular where extra verification is needed.

8. Chargebacks and Payment Provider Disputes

8.1. Where a Recipient or card issuer raises a chargeback or dispute connected to a Payout, the Company will cooperate with the relevant Payment Provider's dispute-handling process and may request supporting information from the Client.

9. General

9.1. This Policy is an integral part of the Terms and Conditions and should be read in conjunction with them.

9.2. The Company may update this Policy from time to time, following the same process used for updating the Terms and Conditions.

9.3. Any matter not covered by this Policy is governed by the Terms and Conditions and the laws of United Arab Emirates.