TERMS AND CONDITIONS

LAGOMLUX DMCC

Version dated 15 July 2026

1. Purpose of This Document

1.1. This Terms and Conditions document (the "Terms") sets out the rules for accessing and using the website located at https://lagomlux.com/ (the "Site") and the related service made available on it (the "Service"). The Service is operated by LAGOMLUX DMCC, a company registered under Registration number DMCC196847, with its registered office at Unit No: BA277, DMCC Business Centre, Level No 1, Jewellery & Gemplex 3, Dubai, United Arab Emirates (referred to below as the "Company", "we", or "us").

1.2. These Terms bind every business or individual that registers on, gains access to, or otherwise uses the Service to initiate outgoing payments (the "Client", "you") and, wherever applicable, any individual who receives funds through the Service (the "Recipient").

1.3. Creating an account, opening the Site, or making use of the Service means that you acknowledge you have reviewed and accepted these Terms together with the Company's Privacy Policy and its Anti-Money Laundering (AML) Policy.

1.4. The Company reserves the right to amend, update, or replace these Terms at any time and at its own discretion.

2. Key Terms

- "Service" - the payout functionality provided by the Company that lets a Client transfer funds to Recipients, including contractors, freelancers, affiliates, agents, or remote staff.
- "Client" - the business or individual who has registered to use the Service for the purpose of sending payouts to Recipients.
- "Recipient" - the natural or legal person entitled to receive a payout, whether added by the Client directly or registered independently through a dedicated sign-up link.
- "Payout" - a fund transfer initiated by a Client via the Service and delivered to a Recipient's card, bank account, or other supported local payment method.
- "Payment Provider" - a bank, card network, payment system, or other regulated party involved in the technical execution of a Payout.
- "Failed Payout" - a Payout that was accepted for processing but was not ultimately credited to the Recipient.

3. Description of the Service

3.1. The Service enables a Client to send fast payments to contractors, affiliates, agents, commission-based partners, and remote employees located abroad, crediting a card, bank account, or another supported local payout channel, while the Company manages identity checks, currency exchange, and the related compliance paperwork.

3.2. The Company may add to, change, or discontinue any part of the Service at its own discretion and, where it does so, will inform Clients through the Site.

4. Using the Service

4.1. Adding a Recipient

A Recipient may be added in one of two ways: either the Client inputs the Recipient's payout details directly, or the Recipient registers those details independently through a sign-up link issued by the Client. Whichever method is used, the Recipient bears responsibility for the accuracy of the details supplied or confirmed.

4.2. Verification

Before releasing any funds, the Company runs an automated check on the cardholder name and account information supplied for the Recipient. Additional documents or information may be requested from the Client or the Recipient where this is necessary for verification, fraud prevention, or regulatory compliance.

4.3. Initiating a Payout

To send a Payout, the Client signs into their account, navigates to the payouts section, chooses a payout method (such as a bank card), and enters the relevant card or account number along with the Recipient's full name. The Client then specifies the payout amount, inclusive of any applicable fees, and authorises the transfer using a one-time code sent by SMS or push notification.

4.4. Processing Times and Availability

Payouts are generally processed instantly, around the clock, including weekends and public holidays, provided that verification and risk checks are passed. Although the Company targets instant delivery, the actual time funds are credited can depend on the relevant Payment Provider or the Recipient's bank and is not always fully within the Company's control.

4.5. Cross-Border and Multi-Currency Payouts

The Service can process Payouts in a range of currencies to Recipients based in various countries. Any applicable exchange rate and currency conversion fee is shown to the Client before a Payout is confirmed.

4.6. Fees

Any fee tied to a Payout is disclosed to the Client when the transaction is initiated, prior to confirmation, and is factored into the amount the Client confirms. Up-to-date fee information is published on the Site or can be obtained by contacting the Company.

4.7. Records and Confirmations

A confirmation and statement are generated automatically for every completed Payout and made available to the Client for record-keeping purposes.

4.8. Fraud Prevention and Risk Controls

The Company runs a combination of automated and manual reviews intended to identify unusual or suspicious activity ahead of releasing a Payout. Where these reviews suggest a risk of fraud, error, or non-compliance with applicable law, the Company's AML Policy, or these Terms, the Company may delay, hold, decline, or reverse the Payout, or suspend a Client's or Recipient's access to the Service.

5. Obligations of the Client

- supply information about itself, and where relevant about Recipients it adds directly, that is accurate, complete, and current;
- confirm that any Recipient added directly has agreed to receive the Payout and to the related processing of their personal data;
- use the Service solely for lawful payout activity and never for money laundering, financing of terrorism, or any other illegal purpose;
- inform the Company without delay of any unauthorised account activity or any suspected mistake in a Payout;
- follow the Company's AML Policy and respond to any verification request the Company makes.

6. Responsibilities of the Recipient

- submit accurate payout information (such as cardholder name and card or account number) when self-registering or confirming details entered by a Client;
- update payout details promptly whenever they change, in order to prevent a Failed Payout;
- respond to any verification request from the Company that is necessary to release a Payout.

7. Intellectual Property

7.1. The Site, the Service, and all associated original content, functionality, and design remain the sole property of the Company.

8. Third-Party Websites

8.1. The Site may include links to external websites or services that the Company neither owns nor controls. The Company takes no responsibility for, and exercises no oversight over, the content, privacy practices, or conduct of such third-party sites, and will not be liable, directly or indirectly, for any loss or damage arising from reliance on them.

9. Suspension and Termination

9.1. The Company may suspend or end a Client's or Recipient's access to the Service at any time and without advance notice, including for reasons connected to compliance, risk management, security, or a breach of these Terms.

9.2. Any provision of these Terms that by its nature is meant to continue after termination - such as those relating to ownership, disclaimers of warranty, indemnification, and limitation of liability - will remain in effect.

10. Disclaimer

10.1. The Client and the Recipient use the Service at their own risk. The Service is supplied on an "as is" and "as available" basis, with no warranties of any kind, express or implied, including any implied warranty of merchantability, fitness for a particular purpose, or non-infringement.

11. Limitation of Liability

11.1. The Company bears no liability for any failure, delay, or error affecting a Payout that results from inaccurate Recipient information, or from an act, omission, or refusal on the part of a Payment Provider, bank, or other third party beyond the Company's reasonable control.

12. Force Majeure

12.1. Neither party will be held responsible for a delay or failure in performance caused by events beyond its reasonable control, including disruptions to payment systems or banks, currency fluctuations, sanctions or other legal restrictions, actions of government bodies, or natural disasters.

13. Governing Law and Dispute Resolution

13.1. These Terms are governed by, and are to be interpreted under, the laws of United Arab Emirates, without reference to its conflict-of-law rules.

13.2. The parties will first try to settle any dispute connected to these Terms or the Service through good-faith discussion. Should a dispute remain unresolved within a reasonable period, it will be referred to the exclusive jurisdiction of Dubai International Arbitration Centre, except where mandatory law requires otherwise.

14. General Terms

14.1. If the Company does not enforce a right or provision under these Terms, this will not be treated as a waiver of that right. Should any provision be found invalid or unenforceable, the remaining provisions will continue in full force.

14.2. These Terms, together with the Privacy Policy and the AML Policy, form the complete agreement between the Client and the Company regarding the Service and replace any earlier agreements on the same subject.

14.3. The Company's AML Policy and operating licence details are published on the Site https://lagomlux.com/