

LUXFLEX COMMUNICATIONS GROUP SARL
19, RUE DU LOHR,
SANEM / LUXEMBOURG
VAT: LU25393013



LUXFLEX COMMUNICATIONS GROUP LLC
50, AL FOSOOL, DUBAI / UAE
SHAMS BUSINESS CENTER, AL MESSANED, SHARJAH / UAE
N° 2429174.01

Customer Support

At Luxflex Communications Group, we are committed to providing exceptional support to our customers. Whether you need assistance with our services, payment inquiries, or technical issues, our team is here to help.

1. Contacting Customer Support

We offer multiple channels to reach our Customer Support team:

- **Email:** support@luxflex.com] – For inquiries, feedback, and detailed support requests.
- **Phone:** +971 54 215 10 66 / +352 621 480.625 – Speak with our support team directly during business hours.
- **Live Chat:** Available via What's Up for instant help with common questions and guidance.

2. Support Hours

Our Customer Support team is available during the following hours:

- **Monday to Friday:** 9:00 AM – 6:00 PM
- **Saturday:** 10:00 AM – 4:00 PM
- **Sunday and Public Holidays:** Closed

3. Common Support Topics

We provide assistance with the following:

3.1 Service Inquiries

- Questions about our services and offerings
- Information about pricing, packages, and subscriptions

3.2 Payments and Billing

- Assistance with payments via Stripe, Payoneer, and PayPal

LUXEMBOURG (EU) (+352) 621 480 625

WWW.LUXFLEX.COM
CONTACT@LUXFLEX.COM

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- Invoice requests and payment confirmations
- Refund or cancellation requests

3.3 Technical Support

- Website navigation and account access
- Troubleshooting issues with service delivery

3.4 Feedback and Complaints

We value your feedback and aim to address any complaints promptly. Please reach out to our support team via email or phone with detailed information about your concern.

4. Response Times

We strive to provide timely responses to all customer inquiries:

- **Email inquiries:** Within 1-2 business days
- **Phone and Live Chat:** Immediate assistance during support hours
- **Support Form submissions:** Within 2 business days

5. Self-Service Resources

To save time, you can access our self-service resources, including:

- **FAQs:** [Visit FAQs](#) for answers to common questions
- **User Guides:** Step-by-step instructions for using our services
- **Help Articles:** Comprehensive guides for troubleshooting

6. Escalation Process

If your issue requires additional attention, you can escalate your case by:

1. Requesting a supervisor review through email or phone.
2. Providing a detailed explanation of your issue for further investigation.

We aim to resolve escalated issues within 5 business days.

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7. Privacy and Security

Your personal information is handled with the utmost care. Please review our [Privacy Policy](#) for details on how we protect your data during support interactions.

8. Feedback on Support

We continuously work to improve our customer support services. Share your feedback by contacting us directly.

9. Contact Us

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- **Live Chat:** Available via What's Up

We're here to help. Reach out to us for assistance, and we'll ensure your experience with Luxflex Communications Group is smooth and satisfying.

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