

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

## Frequently Asked Questions (FAQs)

### 1. Services & Offerings

#### **Q: What services does Luxflex Communications Group provide?**

**A:** We specialize in marketing, communications, and professional services, including branding, digital strategy, event management, and more. Visit our [Services Page](#) for detailed information about what we offer.

#### **Q: Can I customize my service package?**

**A:** Yes! We understand that every business has unique needs. Contact us to discuss your specific requirements, and we'll create a tailored solution for you.

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### 2. Payments & Billing

#### **Q: What payment methods are accepted?**

**A:** We accept secure payments through **Stripe**, **Payoneer**, and **PayPal**, ensuring flexibility and safety for all transactions.

#### **Q: How can I request an invoice or receipt?**

**A:** After completing your payment, an invoice or receipt will be sent to your registered email address. If you need assistance, please contact our Customer Support team.

#### **Q: Is my payment information secure?**

**A:** Absolutely. All payments are processed through trusted providers like Stripe, Payoneer, and PayPal, using industry-standard encryption and compliance with PCI DSS.

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### 3. Technical Issues

#### **Q: How do I reset my account password?**

**A:** Click the "Forgot Password" link on the login page, enter your registered email, and follow the instructions to reset your password.

LUXEMBOURG (EU) (+352) 621 480 625

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CONTACT@LUXFLEX.COM

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**Q: What should I do if I experience website issues?**

**A:** Try clearing your browser's cache and cookies or accessing the site using a different browser. If the issue persists, contact our Customer Support team for assistance.

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#### 4. Policies

**Q: What is the refund policy?**

**A:** All sales are final unless otherwise specified in the service agreement. Refunds may be granted under specific circumstances. Contact us for details or refer to our [Terms of Service](#).

**Q: How is my personal data handled?**

**A:** We are committed to protecting your data. For details on how we collect, store, and use your information, please review our [Privacy Policy](#).

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#### 5. Getting Started

**Q: How do I sign up for services?**

**A:** You are connecting as a guest, so we don't keep or use any of your personal information. For customized solutions, reach out to our team.

**Q: How do I update my account details?**

**A:** You are connecting as a guest, so we don't keep or use any of your personal information. If you need further assistance, our support team is happy to help.

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#### Additional Support

If your question isn't listed here, visit our [Customer Support](#) page. Our team is ready to assist you!

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

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