

## Refund Policy

Last updated: 14th January 2024

Thank you for using our services at Lucent-Intl.com. We appreciate the trust you have placed in us and are committed to providing you with a satisfying services experience. Please read this policy carefully to understand our refund procedures.

### 1. **Refund Eligibility:**

- Refunds will only be considered for service purchased directly from Lucent-Intl.com.
- Refunds will not be provided for downloadable or digital products.

### 2. **Refund Requests:**

- To initiate a refund, contact our customer support team at [info@lucent-intl.com] within [7] days from the date of invoice.
- In your refund request, please provide your invoice number, the reason for the refund, and any relevant supporting documentation or images.

### 3. **Refund Processing:**

- Once your refund request is received and approved, we will notify you via email.
- Refunds will be processed to the original payment method within [30] business days, a deduction may be occurred on the original payment as a bank charge up to 2%.

### 4. **Late or Missing Refunds:**

- If you haven't received a refund within the specified timeframe, please check your bank account or contact your credit card company. It may take some time before your refund is officially posted.
- If you've done all of this and still have not received your refund, please contact us at [info@lucent-intl.com].

### 5. **Exchange Policy:**

- Lucent-Intl.com does not offer product exchanges. If you wish to exchange a product, please follow the refund process and place a new order for the desired item.

**6. Changes to This Policy:**

- Lucent-Intl.com reserves the right to update or change this refund policy at any time. Any changes will be posted on this page.

By making a purchase on Lucent-Intl.com, you agree to abide by this refund policy. If you have any questions or concerns, please contact our customer support team at [info@lucent-intl.com].