

Last Updated: 01/06/2025

Ceyloncoin is committed to providing a high standard of service. If you have a complaint, we encourage you to bring it to our attention so we can address it promptly and fairly.

1. How to Submit a Complaint

You can submit your complaint by:

Email: Send your complaint to support@ceyloncoin.info.

Website: Use the contact form on our website.

Please include your contact details, a description of your complaint, and any relevant information or supporting documents.

2. Our Process

Acknowledgment:

We will acknowledge receipt of your complaint within 2 business days.

Investigation:

Your complaint will be investigated by our team. We may contact you for further information.

Resolution:

We aim to resolve complaints within 7 business days. If we need more time, we will keep you informed.

Response:

You will receive a written response outlining the outcome of our investigation and any actions taken.

3. Escalation

If you are not satisfied with our response, you may escalate your complaint to the relevant regulatory authority

You may contact the relevant financial or consumer protection authority in your jurisdiction.

4. Confidentiality

All complaints will be handled confidentially and in accordance with our Privacy Policy.

5. Continuous Improvement

We use feedback from complaints to improve our services and prevent similar issues in the future.

By using Ceyloncoin, you agree to follow this Complaints Policy.