Complaints & Dispute Handling

NORVEL CAPITAL · Information for review · 27 October 2026

How to complain

Send a clear description and relevant transaction or request ID using the official Contact page. Do not send a password or full payment credentials. NORVEL should acknowledge receipt and assign a reference, investigate the relevant records and provide a reasoned response.

Escalation

If dissatisfied, request a further review. Applicable external dispute rights, regulator, governing law and response deadlines depend on the confirmed legal entity and jurisdiction and must be inserted before this policy is final.