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## Why Was My Deposit Rejected?

Vi Viphawee - 2026-04-20 - [Comments \(0\)](#) - [Deposit](#)

If your deposit request is rejected, the reason will be displayed in a **notification** within your Client Area or sent to your **registered email address**.

### Has the amount been deducted?

In most cases, rejected deposits are **not processed on our side**.

However, if the amount has already been deducted from your bank account or wallet, please provide us with your **Proof of Deposit** so we can investigate further.

Accepted proof may include:

- Transaction receipt
- Screenshot showing transaction details
- Reference number and payment date

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### Need assistance?

Please contact our Support Team via:

- Live Chat
- [support@infinox.com](mailto:support@infinox.com)

Our team will be happy to assist you.