

RETURN, REFUND & REPLACEMENT POLICY

Effective Date: July 2026

1. Introduction

At **Luxora**, customer satisfaction is important to us. We strive to ensure that every lighting product delivered meets our quality standards.

This Return, Refund & Replacement Policy explains the circumstances under which Products purchased from **www.luxoraluxe.in** may be returned, replaced or refunded.

This Policy should be read together with our Terms & Conditions, Warranty Policy and Shipping Policy.

2. Eligibility for Return

A Product may be eligible for return only under the following circumstances:

- Incorrect Product delivered.
- Incorrect quantity supplied.
- Manufacturing defect.
- Transit damage.
- Missing accessories or components.
- Product substantially different from the confirmed Order.

All return requests are subject to verification and approval by Luxora.

3. Return Request Timeline

Customers must notify Luxora within:

48 hours from the date of delivery for:

- Transit damage
- Wrong Product
- Missing items
- Visible defects

Manufacturing defects discovered during normal use should be reported immediately upon discovery and will be handled under the applicable Warranty Policy.

Failure to report visible issues within the prescribed period may affect eligibility for return or replacement.

4. Conditions for Return

To qualify for a return, the Product must:

- Be unused.
- Not be installed.
- Be in its original condition.
- Be returned with all accessories.
- Include manuals and warranty cards, where applicable.
- Be returned in its original packaging.
- Be accompanied by the original invoice or proof of purchase.

Luxora reserves the right to reject returns that do not satisfy these conditions.

5. Products Not Eligible for Return

Unless required by applicable law, the following Products are not eligible for return:

- Custom-made Products.
 - Made-to-order Products.
 - Imported Products specially procured for a Customer.
 - Products manufactured to customer specifications.
 - Installed Products.
 - Products damaged after delivery.
 - Products showing signs of misuse.
 - Products modified or repaired by unauthorised persons.
 - Clearance or final-sale Products.
 - Bulk project supplies.
 - Products specifically marked as “Non-Returnable.”
-

6. Return Approval Process

To initiate a return request, customers should contact Luxora and provide:

- Order Number.
- Invoice.
- Product photographs.
- Images of the packaging.
- Description of the issue.
- Any supporting videos where applicable.

Luxora may request additional information before approving a return.

Approval of a return request does not automatically guarantee a refund.

7. Product Inspection

All returned Products shall undergo inspection by Luxora or the authorised manufacturer.

Inspection may determine:

- Manufacturing defect.
- Transit damage.
- Customer misuse.
- Installation damage.
- Physical damage.
- Missing accessories.

Inspection findings shall determine whether a replacement, repair, refund or rejection is appropriate.

Luxora's decision after inspection shall be final, subject to applicable consumer protection laws.

8. Replacement Policy

Where a replacement is approved, Luxora may replace:

- the complete Product;
- the defective component;
- accessories; or
- another equivalent Product of similar specifications if the original Product is discontinued.

Replacement timelines depend upon stock availability and manufacturing schedules.

9. Refund Policy

Refunds shall be processed only after:

- return approval;
- receipt of the returned Product (where applicable); and
- successful inspection.

Approved refunds will generally be processed through the original payment method.

Typical refund processing time:

7–10 Business Days

Actual credit timelines depend upon banks and payment gateways.

Luxora is not responsible for delays caused by third-party financial institutions.

10. Shipping Charges

Unless otherwise required by law:

The following charges are generally non-refundable:

- Shipping charges.
- Express delivery charges.
- Installation charges.
- Handling charges.
- Assembly charges.
- Gift wrapping charges.

Where the return results solely from Luxora's error, reasonable return shipping costs may be borne by Luxora.

11. Cancellation Before Dispatch

Orders may generally be cancelled before dispatch.

However, cancellation may not be possible where:

- procurement has commenced;
- manufacturing has begun;
- imported Products have been ordered;
- customisation has started; or
- the Product has already been dispatched.

Approved cancellations shall be refunded after deducting any applicable charges already incurred by Luxora.

12. Cancellation After Dispatch

Orders cannot ordinarily be canceled after dispatch.

If a shipment is refused by the customer after dispatch, Luxora reserves the right to deduct:

- courier charges;
- return freight;
- handling charges;
- restocking charges (where applicable)

before processing any eligible refund.

13. Bulk & Project Orders

Bulk Orders and Project Supplies are governed by separate commercial terms.

Unless specifically agreed in writing:

- advance payments are non-refundable once procurement begins;
 - customised project materials cannot be cancelled after production starts;
 - project schedules may affect replacement timelines.
-

14. Warranty Claims

Products covered under warranty shall be governed by Luxora's Warranty Policy.

Warranty claims do not automatically qualify for refunds.

Depending upon the circumstances, Luxora may provide:

- Repair.
 - Replacement.
 - Replacement parts.
 - Technical support.
 - Alternative remedy.
-

15. Fraud Prevention

Luxora reserves the right to refuse returns or refunds where:

- fraudulent activity is suspected;
- false claims are made;
- Products have been intentionally damaged;
- repeated abusive return behaviour is identified.

Appropriate legal action may be initiated where fraudulent conduct is detected.

16. Customer Responsibilities

Customers are responsible for:

- verifying Product specifications before ordering;
- ensuring compatibility with their electrical system;
- inspecting Products before installation;
- arranging installation through qualified electricians;
- following all installation instructions.

Installation of a Product shall generally be deemed acceptance that the Product was received in satisfactory condition.

17. Limitation of Liability

Luxora shall not be liable for:

- labour charges incurred during installation or removal;
- project delays arising from replacement processing;
- indirect or consequential losses;
- loss of business;
- loss of profit;
- costs incurred due to third-party contractors.

Nothing in this Policy limits rights available under applicable consumer protection laws.

18. Contact Us

For return, replacement or refund assistance, please contact:

Luxora (Brand of Chopra Lightings)

Registered Office:

No. 5, 22nd Cross, Kilari Road Cross,
BVK Iyengar Road Cross,
Bengaluru – 560053, Karnataka, India.

GSTIN: 29ADUPK2627G1Z6

Website: www.luxoraluxe.in

Email: info@luxoraluxe.in

Business Hours: Monday to Saturday, 10:00 AM – 7:00 PM (IST)

By placing an Order through **www.luxoraluxe.in**, you acknowledge that you have read, understood and agreed to this Return, Refund & Replacement Policy.