

SHIPPING POLICY

Effective Date: July 2026

1. Introduction

At **Luxora**, we are committed to delivering your lighting products safely, securely and within the estimated delivery timelines.

This Shipping Policy explains how orders are processed, shipped and delivered for purchases made through **www.luxoraluxe.in**.

By placing an order on our Website, you acknowledge that you have read and accepted this Shipping Policy.

2. Order Processing

Once an order is successfully placed and payment has been received (where applicable), our team begins processing your order.

Order processing generally includes:

- Order Verification
- Product Quality Inspection
- Secure Packaging
- Dispatch Preparation
- Courier Allocation

Orders are generally processed during business days only.

Orders placed on Sundays or public holidays will normally be processed on the next business day.

3. Processing Time

Estimated processing time depends on the Product ordered.

Generally:

- ❑ Ready Stock Products: **1–3 Business Days**
- ❑ Premium Decorative Lighting: **3–7 Business Days**
- ❑ Imported Products: **2–6 Weeks**
- ❑ Custom or Made-to-Order Products: As communicated during order confirmation.
- ❑ Bulk & Project Orders: As per mutually agreed project schedule.

These timelines are estimates and may vary depending on stock availability and production schedules.

4. Shipping Coverage

Luxora currently delivers across most serviceable locations within India.

Delivery to remote locations depends upon courier availability.

International shipping may be introduced in the future and will be governed by a separate shipping policy.

5. Shipping Charges

Shipping charges are calculated based on factors including:

- ❑ Delivery Location
- ❑ Product Size
- ❑ Weight
- ❑ Quantity Ordered
- ❑ Courier Service
- ❑ Special Handling Requirements

Where applicable, shipping charges will be displayed during checkout before payment is completed.

Promotional offers providing free shipping may apply only to eligible products, locations or order values.

6. Estimated Delivery Timeline

Estimated delivery begins after successful dispatch.

Typical delivery timelines are:

- ❑ Metro Cities: **2–5 Business Days**
- ❑ Tier 2 & Tier 3 Cities: **3–7 Business Days**
- ❑ Remote Locations: **5–10 Business Days**

Actual delivery timelines may vary depending upon courier operations and local conditions.

Luxora cannot guarantee delivery on a specific date unless expressly agreed in writing.

7. Delivery Delays

Occasionally deliveries may be delayed due to circumstances beyond our reasonable control, including:

- ❑ Weather conditions
- ❑ Public holidays
- ❑ Natural disasters
- ❑ Political disruptions
- ❑ Transport delays
- ❑ Government restrictions
- ❑ High seasonal demand
- ❑ Courier operational issues

- ❑ Supplier delays
- ❑ Force Majeure events

Luxora shall not be liable for losses arising solely from such delays.

8. Order Tracking

Where tracking is available, customers will receive shipment details through email, SMS or WhatsApp after dispatch.

Tracking updates are provided by third-party logistics partners and may occasionally be delayed.

9. Delivery Attempts

Courier partners generally attempt delivery more than once.

If delivery cannot be completed because:

- ❑ the customer is unavailable;
- ❑ the delivery address is incorrect;
- ❑ contact details are inaccurate; or
- ❑ delivery is refused,

the shipment may be returned to Luxora.

Additional shipping charges may apply for re-dispatch.

10. Customer Responsibilities

Customers are responsible for ensuring:

- ❑ Accurate delivery address.

- ❑ Correct contact number.
- ❑ Availability of an authorised person to receive the shipment.
- ❑ Easy access to the delivery location where reasonably possible.

Luxora shall not be responsible for delays resulting from incorrect information provided by the customer.

11. Inspection Upon Delivery

Customers should inspect the shipment immediately upon delivery.

Please verify:

- ❑ External packaging.
- ❑ Quantity.
- ❑ Model.
- ❑ Finish.
- ❑ Visible damage.
- ❑ Missing accessories.

Any transit damage must be reported to Luxora within **48 hours** of delivery along with clear photographs of the packaging and Product.

Failure to report visible transit damage within this period may affect eligibility for replacement.

12. Partial Deliveries

For large or project-based orders, Luxora reserves the right to dispatch Products in multiple shipments depending on:

- ❑ Product availability.
- ❑ Manufacturing schedules.

- ❑ Logistics constraints.
- ❑ Warehouse locations.

Customers will not incur additional shipping charges for approved split shipments unless otherwise agreed.

13. Risk of Loss

Risk of accidental loss or damage passes to the customer upon successful delivery at the shipping address provided during checkout.

Customers are advised to inspect Products before installation.

14. Incorrect Address

If a shipment is returned because of:

- ❑ an incorrect address;
- ❑ incomplete address;
- ❑ customer unavailability;
- ❑ refusal to accept delivery;

Luxora reserves the right to recover any additional shipping, storage or handling charges before arranging re-delivery.

15. Force Majeure

Luxora shall not be liable for delays caused by events beyond its reasonable control, including natural disasters, strikes, transportation disruptions, pandemics, governmental restrictions or other Force Majeure events.

16. Contact Us

For shipping-related enquiries, please contact:

Luxora (Brand of Chopra Lightings)

Registered Office:

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

Website: www.luxoraluxe.in

Email: info@luxoraluxe.in

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