

CANCELLATION POLICY

Effective Date: July 2026

1. Introduction

At **Luxora**, we understand that customers may occasionally need to cancel an order. This Cancellation Policy explains when an order may be cancelled and any applicable conditions.

This Policy applies to all purchases made through **www.luxoraluxe.in** and should be read together with our Terms & Conditions, Shipping Policy and Return, Refund & Replacement Policy.

2. Order Cancellation Before Dispatch

Customers may request cancellation of an order before it has been dispatched.

Cancellation requests are subject to:

- ❑ successful verification of the order status;
- ❑ confirmation that dispatch has not commenced; and
- ❑ approval by Luxora.

If the order has not entered the dispatch or manufacturing process, cancellation will generally be accepted.

3. Orders That Cannot Be Cancelled

Cancellation may not be permitted where:

- ❑ the order has already been dispatched;

- ❑ manufacturing has commenced;
 - ❑ procurement from suppliers has begun;
 - ❑ imported products have been ordered specifically for the customer;
 - ❑ customised production has started;
 - ❑ the product has been specially sourced;
 - ❑ the order forms part of a project supply agreement.
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4. Custom & Made-to-Order Products

Products manufactured or procured specifically for a customer are generally non-cancellable.

These include, but are not limited to:

- ❑ Custom lighting fixtures
- ❑ Custom profile lighting
- ❑ Special finishes
- ❑ Bespoke chandeliers
- ❑ Imported products procured on request
- ❑ Project-specific lighting solutions

Once production or procurement begins, cancellation requests will ordinarily not be accepted.

5. Bulk & Project Orders

Commercial, institutional and project orders may be governed by separate contractual terms.

Where advance procurement or manufacturing has commenced, cancellation may not be possible.

Any approved cancellation may be subject to recovery of costs already incurred by Luxora.

6. Cancellation by Luxora

Luxora reserves the right to cancel an order where:

- ❑ payment cannot be verified;
- ❑ incorrect pricing has been displayed due to a technical error;
- ❑ stock becomes unavailable;
- ❑ fraud or suspicious activity is detected;
- ❑ incorrect customer information has been provided;
- ❑ delivery is not feasible;
- ❑ legal or regulatory restrictions prevent fulfillment.

Where payment has already been received, any eligible refund will be processed in accordance with the Return, Refund & Replacement Policy.

7. Cancellation After Dispatch

Orders cannot ordinarily be cancelled once dispatched.

If a customer refuses delivery after dispatch, Luxora reserves the right to deduct:

- ❑ shipping charges;
- ❑ return freight charges;
- ❑ handling charges;
- ❑ restocking charges (where applicable);
- ❑ other reasonable costs incurred in processing the order,

before issuing any eligible refund.

8. Refund of Cancelled Orders

Approved cancellations shall generally be refunded through the original payment method.

Refund processing typically takes **7–10 Business Days**, subject to banking and payment gateway processing times.

Luxora is not responsible for delays caused by banks or third-party payment processors.

9. How to Request Cancellation

To request cancellation, customers should contact Luxora as soon as possible and provide:

- ❑ Order Number
- ❑ Full Name
- ❑ Contact Number
- ❑ Email Address
- ❑ Reason for Cancellation

Submitting a cancellation request does not automatically cancel the order.

Cancellation becomes effective only after written confirmation from Luxora.

10. Changes to this Policy

Luxora reserves the right to modify this Cancellation Policy at any time.

Any updated version will be published on **www.luxoraluxe.in** with the revised Effective Date.

11. Contact Us

For cancellation requests or 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 Cancellation Policy.