

WARRANTY POLICY

Effective Date: July 2026

1. Introduction

At **Luxora**, we are committed to providing premium-quality lighting products. This Warranty Policy explains the warranty coverage applicable to Products purchased from **www.luxoraluxe.in**.

This Policy should be read together with our Terms & Conditions, Return, Refund & Replacement Policy and Shipping Policy.

2. Warranty Coverage

Warranty is provided only against manufacturing defects under normal and intended use.

Warranty coverage varies depending upon the Product purchased.

The applicable warranty period will be specified on:

- ❑ Product Page
- ❑ Invoice
- ❑ Warranty Card
- ❑ Product Packaging
- ❑ Product Documentation

Where no warranty period is specifically stated, no additional warranty shall be implied beyond rights available under applicable law.

3. Commencement of Warranty

The warranty period begins from the date of delivery or invoice, whichever is earlier, unless otherwise stated in writing.

Customers should retain their invoice as proof of purchase.

4. What is Covered

Subject to this Policy, warranty may cover:

- ❑ Manufacturing defects.
- ❑ Defective electrical components.
- ❑ Driver failure (where covered).
- ❑ LED module defects (where covered).
- ❑ Factory assembly defects.
- ❑ Material defects.
- ❑ Functional failures occurring during normal usage.

Luxora may, at its sole discretion:

- ❑ Repair the Product.
 - ❑ Replace the Product.
 - ❑ Replace defective components.
 - ❑ Supply equivalent replacement Products where the original Product has been discontinued.
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5. What is Not Covered

This warranty does **not** cover damage arising from:

- ❑ Improper installation.
- ❑ Installation by unqualified personnel.

- ❑ Incorrect wiring.
 - ❑ Voltage fluctuations.
 - ❑ Electrical surges.
 - ❑ Short circuits external to the Product.
 - ❑ Use with incompatible accessories.
 - ❑ Physical damage.
 - ❑ Impact damage.
 - ❑ Water ingress beyond the Product's specified IP rating.
 - ❑ Corrosion caused by environmental exposure.
 - ❑ Fire.
 - ❑ Flooding.
 - ❑ Lightning.
 - ❑ Earthquakes.
 - ❑ Rodents or insects.
 - ❑ Chemical exposure.
 - ❑ Improper cleaning.
 - ❑ Abuse or misuse.
 - ❑ Negligence.
 - ❑ Accidental damage.
 - ❑ Normal wear and tear.
 - ❑ Cosmetic deterioration.
 - ❑ Fading due to environmental conditions.
 - ❑ Unauthorised repairs.
 - ❑ Product modifications.
 - ❑ Removal or alteration of serial numbers or identification labels.
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6. Installation Requirements

All Products should be installed by a qualified and licensed electrician.

Customers are responsible for ensuring:

- ❑ Correct input voltage.
- ❑ Suitable mounting surface.
- ❑ Adequate structural support.
- ❑ Proper earthing.
- ❑ Appropriate circuit protection.
- ❑ Compliance with local electrical regulations.

Damage caused by improper installation is not covered under warranty.

7. Product Inspection Before Installation

Customers should inspect all Products before installation.

Installation of a Product shall generally be deemed confirmation that:

- ❑ the correct Product was received;
- ❑ no visible transit damage existed;
- ❑ the Product finish was acceptable; and
- ❑ the Product was suitable for installation.

Luxora may decline warranty claims relating to visible defects reported after installation where such defects could reasonably have been identified beforehand.

8. Warranty Claim Procedure

To initiate a warranty claim, customers should provide:

- ❑ Invoice or proof of purchase.
- ❑ Order Number.
- ❑ Product photographs.

- ❑ Videos demonstrating the issue (where applicable).
- ❑ Description of the fault.
- ❑ Installation details if requested.

Luxora may request additional information to facilitate diagnosis.

9. Inspection & Verification

Warranty claims may require inspection by:

- ❑ Luxora;
- ❑ the manufacturer; or
- ❑ an authorised service representative.

Inspection may be conducted:

- ❑ remotely through photographs or videos;
- ❑ at the installation site where necessary; or
- ❑ after return of the Product.

Warranty approval is subject to verification that the defect falls within the scope of this Policy.

10. Warranty Remedies

Where a warranty claim is approved, Luxora may elect to:

- ❑ repair the Product;
- ❑ replace the defective component;
- ❑ replace the Product;
- ❑ provide an equivalent Product where the original is unavailable.

The choice of remedy shall remain solely at Luxora's discretion.

Replacement Products may be new, refurbished or functionally equivalent.

11. Transportation for Warranty Claims

Where Products must be returned for inspection or repair:

- ❑ Customers may be responsible for securely packaging the Product.
 - ❑ Return freight responsibilities shall be communicated during the claim process.
 - ❑ Luxora is not responsible for damage caused by inadequate packaging during return shipment.
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12. Exclusions for Commercial Projects

For commercial, hospitality, retail, institutional and project installations:

- ❑ warranty remains subject to proper installation;
 - ❑ warranty does not cover labour costs;
 - ❑ warranty does not cover project delays;
 - ❑ warranty does not cover dismantling or reinstallation expenses.
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13. Limitation of Warranty

This Warranty is limited solely to repair, replacement or replacement of defective components.

Luxora shall not be liable for:

- ❑ loss of profits;
- ❑ business interruption;
- ❑ consequential damages;
- ❑ labour costs;

- ❑ project delays;
- ❑ rental equipment;
- ❑ temporary lighting arrangements;
- ❑ indirect losses.

Nothing in this Policy excludes rights available under applicable law.

14. Transferability

Unless otherwise stated, this Warranty applies only to the original purchaser and is not transferable without Luxora's prior written consent.

15. Changes to this Policy

Luxora reserves the right to amend this Warranty Policy at any time.

Updated versions shall be published on www.luxoraluxe.in.

16. Contact Us

For warranty-related 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 purchasing Products from **www.luxoraluxe.in**, you acknowledge that you have read, understood and agreed to this Warranty Policy.