



Return & Refund Policy

Effective Date: 10th April, 2025

Thank you for shopping at **Luxoraa.es**. We hope you love your purchase, but if for any reason you're not completely satisfied, we're here to help.

1. Returns

We accept returns within 02 **days** of delivery in Jewellery products and 7 days in Crystal products .

To be eligible for a return:

- The item must be unused and in the same condition you received it.
- It must be in its original packaging, with all tags and labels attached.
- A receipt or proof of purchase is required.

Non-returnable items include:

- Gift cards
- Items marked as final sale or clearance
- Personalized or custom-made products (unless damaged or defective)

2. How to Initiate a Return

To start a return, please email us at dmr.gujarat@gmail.com with:

- Your order number
- The item(s) you wish to return
- Reason for the return
- Photo evidence if the item is damaged or incorrect

Once approved, we will provide return instructions, including the return shipping address.

Please do not send your purchase back without prior authorization.

3. Return Shipping Costs

- If the return is due to our error (e.g., defective or incorrect item), we will cover the return shipping cost.
- For all other returns, you will be responsible for the shipping costs. We recommend using a trackable shipping method.

4. Refunds

Once your return is received and inspected, we will notify you of the approval or rejection of your refund.

If approved, your refund will be processed to your original method of payment within **7–10 business days**.

Please note: Shipping costs are non-refundable (unless the item is defective or we made a mistake).

5. Late or Missing Refunds

If you haven't received a refund yet:

- Check your bank account again.
- Contact your credit card company—it may take some time before your refund is officially posted.
- Contact your bank—there is often some processing time before a refund is posted.

If you've done all of this and still haven't received your refund, please contact us at dmr.gujarat@gmail.com

6. Exchanges

We only replace items if they are defective or damaged. If you need to exchange an item, please contact us at dmr.gujarat@gmail.com with your order details.

7. Contact Us

If you have any questions about our Return & Refund Policy, feel free to reach out:

✉ **Email:** dmr.gujarat@gmail.com

📍 **Address:** Shree Radhe Krishna

Gf1, Shriji Sakal Apartment. Near Aknad Anand Park, Rangavdhutpura, Diwalipura, Vadodara, Gujarat-390007

☎ **Phone:** +91 9099090936