



Indian Operations & Shipping Policy

Effective Date: 10th April-2025

At Luxoraa.es, we are proud to serve our customers in India with smooth, secure, and timely deliveries. This policy outlines how we manage orders, shipping, and customer support for all Indian orders.

1. Indian Order Processing

- **All orders placed for delivery within India are processed within 1–3 business days (excluding Sundays and public holidays).**
- **Once your order is shipped, you will receive an email with your tracking number and shipping details.**

2. Delivery Timeframes

We offer nationwide delivery across India via reliable courier partners such as Delhivery, Blue Dart, DTDC, or India Post.

Shipping Type	Estimated Delivery Time
Standard Shipping	5–9 business days
Express Shipping	2–4 business days (if available at your location)

Delivery times may vary based on your pin code, order volume, or unforeseen delays.

3. Shipping Charges

- **Standard Shipping: ₹49 – ₹99 based on location and order value**
- **Free Shipping: Available on orders above ₹999**
- **Express Shipping (if offered): Additional ₹149 – ₹199**

The final shipping charge (if any) will be shown at checkout before payment.

4. Cash on Delivery (COD)

- **COD is available for most pin codes in India.**
- **A small COD handling fee (₹30–₹50) may apply and will be shown at checkout.**

- Please ensure someone is available to receive and pay for the order upon delivery.

5. Delivery Areas

We currently ship to most cities, towns, and rural pin codes across India. If your location is not serviceable, we will contact you directly to find an alternative solution or issue a full refund.

6. Delays & Force Majeure

While we strive for timely delivery, delays may occur due to:

- Weather conditions
- Lockdowns or local restrictions
- Courier service issues
- Public holidays or strikes

We appreciate your patience and understanding in such situations.

7. Order Tracking

Once your order is shipped, you will receive a tracking link via email or WhatsApp (if opted in). You can also track your order under My Account > Orders on Luxoraa.es.

8. International Orders

This shipping policy covers Indian orders only. For international shipping (outside India), please refer to our Global Shipping Policy or contact customer support for more details.

9. Contact Us (India Support)

If you have any questions or concerns about your order, feel free to contact our India operations team:

✉ Email: support@luxoraa.es

☎ Phone/WhatsApp: +91 [Your Indian Support Number]

🕒 Support Hours: Monday – Saturday, 10 AM – 6 PM IST

Shipping – Frequently Asked Questions (FAQ)

1. Do you ship across all of India?

Yes! We deliver to most cities, towns, and rural areas across India. If your location is unserviceable, we'll contact you and issue a full refund.

2. How long does shipping take?

- Standard Shipping: 5–9 business days
 - Express Shipping (if available): 2–4 business days
- Shipping times may vary depending on your pin code and courier availability.

3. How much does shipping cost?

- ₹49–₹99 for standard delivery
- Free shipping on orders over ₹999
- Express shipping may have an extra fee (₹149–₹199)

4. Is Cash on Delivery (COD) available?

Yes! We offer COD for most locations in India. A small fee (₹30–₹50) may apply.

5. How can I track my order?

Once shipped, you'll get a tracking link via email or WhatsApp. You can also check order status under My Account > Orders on our website.

6. Can I change my shipping address after placing the order?

Yes — if your order hasn't shipped yet. Contact us ASAP at dmr.gujarat@gmail.com or WhatsApp us with your order number.

7. What happens if I miss my delivery?

The courier will usually attempt delivery 2–3 times. If unsuccessful, the package will be returned to us. In such cases, we'll reach out to reschedule or refund.

8. Do you offer international shipping?

Currently, this FAQ applies only to India-based orders. For international shipping, please refer to our Global Shipping Policy or contact us directly.