

Refund & Cancellation Policy

LuxMarket.pk Effective Date: April 28, 2026 **Last Updated:** April 28, 2026

1. Overview

At LuxMarket.pk, we want you to be completely satisfied with your purchase. This Refund & Cancellation Policy outlines the conditions under which you may cancel an order, return a product, or request a refund.

Please read this policy carefully before placing an order. By making a purchase on our website, you agree to the terms set out below.

2. Order Cancellation

2.1 Cancellation Before Dispatch

You may cancel your order at no charge if it has not yet been dispatched. To cancel, please contact our customer support team as soon as possible via email at support@luxmarket.pk with your order number.

Orders are typically processed within **24–48 hours** of placement. Once an order has been dispatched, it cannot be cancelled and must instead be returned following our return procedure.

2.2 Cancellation After Dispatch

If your order has already been dispatched, you will need to wait for delivery and then initiate a return request. Please refer to Section 3 for return instructions.

3. Returns

3.1 Eligibility

We accept returns under the following conditions:

Condition	Eligible for Return
Item received damaged or defective	Yes
Item does not match the description	Yes
Item received in error (wrong item)	Yes
Change of mind (unused, original packaging)	Yes, within 7 days
Used or opened items (non-defective)	No
Perishable goods (food, beverages)	No
Customized or personalized items	No
Items on final sale	No

3.2 Return Window

Return requests must be submitted within **7 calendar days** of the delivery date. Requests submitted after this period will not be accepted unless the item is defective or damaged.

3.3 Return Process

To initiate a return, please follow these steps:

1. Email support@luxmarket.pk with your order number, reason for return, and photographs of the item (if damaged or defective).
2. Our team will review your request within **2 business days** and provide return instructions.
3. Ship the item back to the address provided, in its original packaging, with all tags and accessories included.

4. Once we receive and inspect the returned item, we will process your refund or exchange.

Note: Return shipping costs are the responsibility of the customer unless the return is due to our error (wrong item, defective product).

4. Refunds

4.1 Refund Eligibility

Refunds are issued for:

- Cancelled orders (before dispatch).
- Approved returns.
- Orders that cannot be fulfilled due to stock unavailability.

4.2 Refund Timeline

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 within **7–14 business days** to your original payment method.

Refund Method	Processing Time
Credit/Debit Card	7–14 business days
Bank Transfer	5–10 business days
Store Credit	1–2 business days

4.3 Partial Refunds

In some cases, only a partial refund may be granted, such as when an item is returned in a condition that is not original (e.g., missing accessories, damaged packaging not due to shipping).

5. Exchanges

If you wish to exchange an item for a different size, color, or product, please follow the same return process outlined in Section 3. Once we receive the returned item, we will process the exchange subject to availability.

6. Non-Returnable Items

The following items are strictly non-returnable:

- Food and beverage products.
 - Personal care and hygiene products once opened.
 - Customized or personalized products.
 - Digital products and gift cards.
 - Items marked as “Final Sale” at the time of purchase.
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7. Damaged or Defective Items

If you receive a damaged or defective item, please contact us within **48 hours** of delivery with photographic evidence. We will arrange a replacement or full refund at no additional cost to you.

8. Contact Us

For any questions regarding this policy, please reach out to us:

LuxMarket.pk Customer Support Email: support@luxmarket.pk Website: www.luxmarket.pk Business Hours: Monday to Saturday, 9:00 AM – 6:00 PM (PKT)