

Shipping & Delivery Policy

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

1. Overview

This Shipping & Delivery Policy outlines the terms and conditions related to the delivery of products purchased on www.luxmarket.pk. We are committed to delivering your orders in a timely, safe, and reliable manner.

2. Shipping Coverage

We currently ship to the following regions:

Region	Coverage
Pakistan (Major Cities)	Nationwide delivery
Pakistan (Remote Areas)	Available with extended delivery times
International	Selected countries — contact us for details

For international shipping inquiries, please contact us at support@luxmarket.pk before placing your order.

3. Order Processing Time

All orders are processed within **1–2 business days** after payment confirmation. Orders placed on weekends or public holidays will be processed on the next business day.

You will receive an email notification with your tracking number once your order has been dispatched.

4. Delivery Timeframes

Estimated delivery times are as follows:

Destination	Standard Delivery	Express Delivery
Lahore	1–2 business days	Same day / Next day
Karachi, Islamabad, Rawalpindi	2–4 business days	1–2 business days
Other Major Cities	3–5 business days	2–3 business days
Remote / Rural Areas	5–10 business days	Not available

Note: Delivery times are estimates and may vary due to courier delays, weather conditions, public holidays, or high-demand periods (e.g., Eid, sale events).

5. Shipping Charges

Shipping charges are calculated at checkout based on the delivery location and the weight/dimensions of the order.

Order Value	Shipping Charge
Under PKR 3,000	Standard rate applies
PKR 3,000 and above	Free standard shipping
Express delivery	Additional charge applies

Exact shipping costs will be displayed at checkout before you confirm your order.

6. Order Tracking

Once your order is dispatched, you will receive a tracking number via email. You can use this number to track your shipment through our courier partner's website or by

contacting our support team.

7. Delivery Attempts

Our courier partners will make up to **2 delivery attempts**. If delivery is unsuccessful after 2 attempts, your order may be held at a local depot for collection or returned to us. In the event of a return, we will contact you to arrange re-delivery (which may incur additional charges) or process a refund.

8. Incorrect or Incomplete Address

It is your responsibility to provide a complete and accurate delivery address at the time of checkout. LuxMarket.pk is not liable for delays or failed deliveries caused by incorrect or incomplete address information. Additional charges may apply for re-delivery in such cases.

9. Damaged or Lost Shipments

If your order arrives damaged, please document the damage with photographs and contact us within **48 hours** of delivery at **support@luxmarket.pk**. We will work with the courier to resolve the issue and arrange a replacement or refund.

If your order is lost in transit, please contact us and we will investigate with the courier. Resolution may take up to **10 business days**.

10. Large and Bulky Items

Certain items such as furniture, large outdoor equipment, and rugs may require special delivery arrangements. These items may have extended delivery times and specific delivery windows. Our team will contact you to coordinate delivery for such orders.

11. Public Holidays and Peak Periods

During public holidays and peak shopping periods (e.g., Eid ul-Fitr, Eid ul-Adha, Independence Day), delivery times may be extended. We will notify customers of any anticipated delays.

12. Contact Us

For any shipping-related queries, please contact our support team:

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