

Cancellation & Refund Policy

Luthria Fragrances believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

- Cancellations will be considered only if the request is made within 24 hours of placing an order. However, the cancellation request will not be entertained if we have initiated the process of shipping them.
- There is no cancellation of orders placed under the Same Day Delivery category.
- No cancellations are entertained for those products that the Luthria Fragrances marketing team has obtained on special occasions like Christmas, Diwali, Valentine's Day, Sale items etc. These are limited occasion offers and therefore cancellations are not possible. However, refund/replacement can be made if the customer establishes that the quality of product delivered is not good.
- In case of receipt of damaged or defective items, please report the same to our Customer Service team within 2 days of receiving them. The request will, however, be entertained once Luthria Fragrances has checked and determined the same.
- In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of our customer service within 2 days of receiving the product. The Customer Service Team after looking into your complaint will take an appropriate decision.
- In case of complaints regarding products that come with a warranty from manufacturers, please refer the issue to them.

Refund Policy

When you buy our products/services, your purchase is covered by our 15-day money-back guarantee. If you are, for any reason, not entirely happy with your purchase, we will cheerfully issue a full refund. We sell quality party supplies that we use ourselves every day and have thousands of [satisfied customers](#), and our support is second to none. That is why we can afford to back our products with this special guarantee. To request a refund, simply [contact us](#) with your purchase details within 2 days of your purchase. Please include your order number (sent to you via email after ordering) and optionally tell us why you're requesting a refund – we take customer feedback very seriously and use it to constantly improve our products and quality of service. Refunds are being processed within 15 days period.