



FAQ'S

TOP QUESTIONS ASKED

What are the benefits from buying LUXXU products?

LUXXU is a luxury lighting brand with a harmonious synthesis between innovation and tradition, the rare handwork techniques of the craftsman and contemporary creativity.

LUXXU pieces are all handmade, which means you will be the owner of one piece specially made for you. Additionally, you can custom your piece according to your taste and needs.

The exclusive design of our pieces is able to transform any ambience and leaves strong feelings.

Where can I buy LUXXU products?

LUXXU is sold worldwide. You can purchase through us directly by contacting one of our Sales & Product Specialists. All pieces are made to order. Please email us at info@luxxu.net and we will find the closest available Representative.

How do I place an order?

To place an order please visit our Contact Us or email your requests to info@luxxu.net with the appropriate information and our Sales & Product Specialists will assist you. You may also call us at : +351 91 492 60 64 (Europe) to speak directly to a Sales & Product Specialist.

How can I contact LUXXU's Direct Customer Care Team?

Please send your requests to info@luxxu.net. If you would like to speak to a Sales & Product Specialist, you can contact us directly at +351 91 492 60 64 (Europe), or through Whatsapp Service. LUXXU Direct Customer Care is available Monday to Friday, 9am-6pm (London time GMT +1:00).

How long is the production process, when can I expect my pieces to ship?

There is an 8-10 week minimum lead-time for production. According to the quantity and complexity of the fixtures, the time may be higher. Once the order has completed production and all remaining balances are paid, your pieces will ship at the earliest convenience. Delivery times may vary depending on the destination country. You will receive an e-mail confirmation once your order has been shipped.

What is the status of my order? How do I track my order?

If at any time during your order you would like to know the status, please consult your Sales & Product Specialist and they will provide you with the appropriate information.

DESIGN & PRODUCTION

Where are the products made?

LUX XU pieces are handcrafted in Oporto, Portugal, by a team of highly skilled craftsmen who works closely with a group of exceptionally artistic and well-rounded Portuguese product designers led by our Senior Designer.

What materials do you use?

We used the finest selection of materials as brass (with a real gold plated bath of 14k), crystal glass, Swarovski crystals and marble.

We have a vast portfolio of finishes:

- Brass: Gold Plated, Brushed Brass, Nickel Plated, Brushed Nickel, Black Nickel Plated, Brushed Black Nickel, Aged Brass, Cooper Plated, Brushed Cooper;
- Crystal Glass: Ambar Colour, Clear Colour, Crystal Tear;
- Swarovski Crystals: Crystal Colour, Ambar Colour, Gold Antique Colour, Black Colour (Different Swarovski Crystal Colours can be chosen under-price consultation);
- Cords: Gold Textile, Black Textile, White Textile, Silver Textile, Gold Rubber, Black Rubber, Silver Rubber;
- Marbles: Estremoz, Carrara, Nero Marquina;

For samples of any of our materials, please contact one of our Sales & Product Specialist for information and availability. We also offer a LUX XU sample box for purchase with finishes, materials and accent samples.

Can the pieces be modified?

Yes, custom or bespoke orders are accepted, however LUX XU reserves the right to deny certain customizations. Custom orders may be subject to a customization fee or special pricing based on the extent of the modifications. Custom fees are determined on a case-by-case basis, at which time the Buyer will be notified of any additional fees. Custom pieces are also subject to an extended lead time, based on the extent of the modifications. Custom orders are not returnable under any circumstances. If a custom order is received produced incorrectly (i.e.: wrong finish) LUX XU reserves the right to reproduce or repair the current merchandise prior discussing a return. All custom order returns due to production issues will be handled on a case-by-case basis.

Can you send me materials, colours and finishes' samples?

Yes. Material and Finish samples are 25€ per sample for clients within Europe, and \$30 USD for clients in USA.

Are the bulbs included?

LUX XU sent the recommended bulbs in all the fixtures except for USA.

Are the fixture LEDS compatible?

All the G9 bulb holders are compatible with LED bulbs.

What's the maximum wattage?

Up to 40W.

ORDERING QUESTIONS

How do I know if my order has been received?

Upon placing an order, we require a 40% deposit. After receiving your deposit, we will send you a receipt along with your order confirmation and a summary of your purchase. You should receive your order confirmation within 24 hours from our Sales & Product Specialist. If you do not receive your order confirmation, feel free to call +351 91 492 60 64 (Europe) to confirm that your order has been received.

Can I change or amend my order once it has been placed?

Changes to your order can only be made within the first 48 hours of purchase. Unfortunately, LUX XU cannot accept modifications once orders are placed. All goods are custom made to order specifications. The client will have to place a new order with no implications on the previous one.

What are my payment options?

To purchase LUX XU products you only can use Wire Transfers. For Wire Transfers your Sales & Product Specialist will provide you with the necessary bank details.

How do you manage shipping?

We will arrange shipping, but clients are responsible for all shipping costs. If you are not satisfied with our carriers or shipping costs you are able to use your own carrier.

Do you have a minimum order?

No, LUX XU have minimum orders. Please see "How do I place an order".

PRICING DETAILS

What are the standard pricing and payment terms?

We require a 40% deposit to begin the order, and the final balance plus shipping costs must be collected before shipping. Orders are not cancellable after the first payment in any circumstance.

Can I choose the currency I'm paying in?

The currency will be stated on your invoice. We only accept USD and Euro payments.

When am I billed?

A 40% payment is needed to begin production. A 60% balance plus shipping cost are due prior to factory departure.

SHIPPING & DELIVERY INFORMATION

Who should I contact if I have questions relating to my order after I have made a purchase?

You can always contact your Sales and Product Specialist. They will be able to assist you. Any damages, issues or incorrect orders must be reported within 48 hours of receiving the merchandise.

Is my package insured and do I need to sign for my order?

This all depends on the carrier you choose to use. If you will be using one of our selected carriers, then we will arrange for your items to be insured. Also, our selected carriers will contact you to schedule a delivery date and require a signature upon delivery at which point responsibility for your purchased goods passes to you. If you have specified a recipient who is not, you for delivery purposes (for example as a gift) then you accept that evidence of a signature by them (or at that delivery address) is evidence of delivery and fulfilment by LUX XU and transfer of responsibility in the same way.

How do I know that my order has been shipped?

When your order is nearing completion, we will notify you so shipment can be arranged. Your Sales & Product Specialist will be able to assist throughout this process.

What is the difference between “order date” and “ship date”?

The order date will be the day we received your 40% deposit and place the order with our production team. The ship date will be once your order is complete and we receive the 60% remaining balance plus shipping costs.

Can I change my shipping address after my order has been dispatched?

No, once your order has been dispatched, we are unable to redirect your delivery to another address. If changes are made the client is responsible for contacting the shipping company and accept any additional charges. Please make sure that the shipping address is correct as we're unable to redirect orders once they are on their way to way.

Before we can dispatch your purchases, we may need to confirm your details with your card issuer. We will do our best to keep delays to a minimum.

We work closely with our shipping partner to minimize the potential impact of custom delays on our international customers.

What countries do you ship to?

LUX XU ships worldwide. We sell our pieces all over the world and we provide help with the transportation. We work closely with our shipping partners to minimize the potential impact of custom delays on our overseas customers.

Do you ship to PO Boxes or APO/FPO addresses?

No.

What happens if I am not in when the parcel arrives?

We require all of our pieces to be signed for upon delivery. The carrier should correspond with you a delivery appointment, so that you will be there to receive.

RETURN/EXCHANGE QUESTIONS

What is your return/exchange policy?

All goods are custom made to order specifications. There are no returns or exchanges. If there is an issue with your order and you report this within 48 hours we can work with you to repair or replace your piece, but we do not accept returns or exchanges. The refusal of damaged merchandise in no way relieves the purchaser of responsibility for payment of goods.

AFTER SALES SERVICE

Do you offer a repairs service?

Our complimentary repairs service will analyse case by case. All claims for freight damage must be made within these 48 hours of receipt. LUXXU will not accept any claim on merchandise after this period. Signature of receipt by the Client's agent or employee constitutes full acceptance of all packages stated on the bill of lading or electronic clipboard in undamaged condition.

How can I clean my product?

Please read our detailed instructions for Clean & Care available in our homepage.

How long is the products warranty?

There are no warranties with our products. When issues arise, LUXXU reserves the right to determine whether a replacement or repair is most appropriate.

BUSINESS

Do you accept new agents, what do I have to do?

LUXXU is currently accepting new agents worldwide. To become one, you need to get in contact with us at info@luxxu.net, explain your interest in representing LUXXU in your market and agree to accept our terms and conditions available in our website for consultation.

MISCELLANEOUS QUESTIONS

Do you keep stock?

Yes, we keep a reasonable number of products available for shipment in the next day of purchase. To get hold of our Ready to Ship list, please contact one of our Sales and Product Specialists or access through this link: [Ready to Ship](#).

Can you tell me when new products or special campaigns are announced?

Yes! Simply provide your email in the subscribe option (at the bottom of the homepage) and you will be eligible to receive e-mail updates on new products, sales, events and other special announcements.

Where can I find a store near me that carries your product?

LUX XU sells directly to the trade, we are only shown in exclusive showrooms. Please email info@luxxu.net for more information.

What are the LUX XU's customer responsibilities during product selection and ordering?

LUX XU will provide exact dimensions and/or design drawing for bespoke lighting orders (custom projects), or approve drawings by company prior to production, insure scale and fit for application. Afterwards, we will provide the Client with a written P.O. (purchase order) with complete specifications to initiate production of lighting in a timely manner. During production, LUX XU will inform the ultimate client of accurate lead times and status of orders as production proceeds.

Is my personal information kept private?

LUX XU is a brand that favours secrecy and confidentiality. All these data have rigorous and secret treatment.

FREQUENT TERMS

Balance Due Notice (BDN)

An invoice sent to a Customer to collect the balance due on a Sales Order. A BDN reflects all of the activity against a Sales Order, including the total Order amount and all payments made by the Customer.

Custom Drawing

A drawing or sketch of a custom product provided to a Customer by LUX XU or Represented Vendor. Drawings typically illustrate significant product dimensions and product structure. See "Drawing for Approval."

Custom Quote

A Sales Quote for a custom product. Such a quote is typically obtained via email directly with our Sales & Product Specialist regarding feasibility, availability and pricing.

Customer's Own Pick Up

A method of shipment that stipulates the Customer will contract delivery services directly with a carrier/shipper rather than requesting that LUX XU do so. The carrier/shipper invoices the Customer directly.

Design Fee

A fee charged to a Customer for design service provided by the LUX XU Design Studio, including that of a stand-alone service that may also involve the purchase of product and a subsequent up charge on the price of the product.

Drawing For Approval (DFA)

A drawing of a custom item that is provided to a Customer by LUX XU or a Represented Vendor for approval prior to production. The drawing illustrates significant product dimensions and product structure.

Estimated Completion Date (ECD)

The date that a Make To Order Item is scheduled for completion and ready for shipment.

Freight Charge

The charge billed to a Customer for shipping product to a ship-to address.

Inside Delivery

A type of delivery in which product is delivered and installed at the end user's location, a.k.a. "White Glove Service".

Net Price

The selling price of a product charged to a trade professional, i.e. designer, architect, or Specifier, by a Showroom. "Net Price" is also referred to as "Designer Discount Price" or "Wholesale Price."

Order Acknowledgement

The email sent by a Salesperson and given to the Customer confirming receipt of the Customer Purchase Order or a Customer-signed Sales Quote and receipt of monies per LUX XU policy, i.e. Pro Forma or Payment in Full, depending on the product. It also confirms the Item's readiness to begin production. An Order Acknowledgement indicates any missing criteria required for production.

Payment In Full (PIF)

The 100% payment required for Replenish able and Drop Ship product, a.k.a. "Paid in Full."

Pro Forma

The sales terms that specify the payment(s) a Customer must make before product is shipped.

Proof Of Delivery (POD)

The document signed by the receiver that indicates the quantity and apparent condition of the goods received.

Requested Delivery Date

The Customer-requested date for product delivery.

Storage Fee

A per diem fee charged to the Customer for product requiring storage due to an outstanding balance more than 60 days after the Balance Due Notice was issued.

To The Trade

This term is used to describe the wholesale relationship between Showrooms and trade professionals, i.e. designers, architects, and Specifiers.