

INDRIYA

SALES RETURN POLICY

1. Customers may be eligible to return products purchased from Indriya subject to the terms and conditions outlined in this policy.

Conditions for Return

2. Products must be returned unused and in their original condition and accompanied by the original Tax Invoice or Certificate of Authenticity. Jewellery, which is tampered, altered, misused, broken, mishandled, affected by chemicals, or repaired in any way will not be eligible for Sales Return.

3. Indriya offers Sales Returns to the customer on whose name the bill has been issued or to the authorised representative carrying and presenting (i) an authorisation letter from the original customer mentioning the name and identity proof unique number (e.g. Aadhar number, PAN Card) of the representative and (ii) his/her photo identity proof as per the authorisation letter.

4. Return of purchased jewellery must be initiated within 15 days from the date of purchase. Return of Gold Coins & Bars must be initiated within 2 days of purchase.

Return Process

5. Indriya offers a No Question Asked Return Policy to their customers. Customers may request a return against a product of equal or higher value within the specified return period, subject to the conditions herein and availability of the desired product.

6. Returns will be issued in the form of Credit Note equivalent to the Net Bill Value of the original purchase. Net Bill Value means the original invoice value of the jewellery sought to be returned including Making Charges & Taxes but excluding any discounts thereon.

7. The Credit Note will remain valid for a period of 90 days from the date of issuance.

8. Indriya will not refund via cash/cheque/bank transfer the Net Bill Value of the returned product.

Exclusions

9. Non-Returnable Items: Certain items may not be eligible for return, including but not limited to:

- Customized or personalized products.
- Products damaged due to misuse, negligence, or improper handling.
- Products without original tax invoice or certificate of authenticity.

- Solitaire weighing more than 6 Carats

Damaged or Defective Items

10. Customers must report any damaged or defective items within 15 days of purchase.
11. Inspection: Indriya reserves the right to inspect the item(s) and determine whether a return, replacement/exchange, or repair is appropriate based on the circumstances. If upon such inspection, it is evident that any damage to the item(s) is due to the customer's own actions or negligence, Indriya shall reserve the right to decline a return.
12. Resolution: Indriya will allow return/replacement of damaged/ defective products or offer free-of-cost repair of the said product. In case of Return the customer will be issued a credit note which has to be utilised in accordance with this Policy.
- 13 Repair/Replacement: If the genuinely damaged/defective product is one such as can be readily replaced then the exact product shall be replaced. If the said damaged/defective product is made-to-order or customised, then the delivery time shall be such as may be informed.

Modification of Policy

14. Indriya reserves the right to modify or update this return policy at any time without prior notice. Any changes will be effective immediately upon posting the revised policy on our website or in-store. Such changes will apply prospectively on new purchases.

Other Terms & Conditions

15. Wherever the Net Bill Value or the purchase of new jewellery towards which the Credit Note under this policy is applied, is greater than or equal to Rs.2.0 Lakhs, the Customer will have to provide self-attested PAN Card copy and would need to be physically available for completing the exchange/transaction.
16. Applicable Indian law shall govern the transaction. In case of any dispute, courts in Mumbai only shall have jurisdiction.
17. Customers can seek Sales Return from any of the Indriya Stores across India.
18. The Terms and Conditions hereinunder are in addition to the Company's other terms and conditions that may be applicable to the transaction.
19. The value of Customer's claims pursuant to any dispute arising out of this policy shall be limited to the determined sales return value.
20. For inquiries regarding returns, refunds, or exchanges, please contact our customer service team at 1800-210-8383.

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