

#### **A. JEWELLERY EXCHANGE POLICY**

- Jewellery can be exchanged at any Kanz outlets.
- For exchange within 15 days, from the invoice date, there will be no loss in Gold Weight and Making Charges, provided the jewellery is in its original saleable condition. The exchange has to be of the same value or higher. Only one such exchange will be permitted against the invoice.
- For exchange after 15 days, from the invoice date, Stone weight and Making Charge will be deducted. Value of the gold will be provided as per the gold rate on the day of exchange.

#### **B. DIAMOND**

- Diamond jewellery can be exchanged or upgraded for diamond jewellery only.
- In case of exchange, the amount will be calculated at invoice value less making charges.

#### **C. POLKI**

- Polki jewellery can be exchanged or upgraded for polki or diamond jewellery only.
- In case of exchange, the amount will be calculated at 80% of the invoice value.

#### **D. BUY BACK POLICY**

- Buy Back will be applicable after the deduction of Stone Weight (if any), 94% value will be paid on the prevailing Gold Rate.

#### **E. GENERAL TERMS**

- 24 Karat Jewellery, Gold Bars, Coins, Custom Made Jewellery, Altered and or Damaged Merchandise, will not be covered under the above mentioned exchange policy, such merchandise/products will be considered under "Exchange after 15 Days", or valued as per Buy Back Policy.
- All Customer Orders should be collected within 15 days from the date of delivery; any delay will result in the forfeit of the advance amount.
- Offers and Promotional products- standard exchange terms will not be applicable on promotional products and products sold on special offers.
- Proof of Purchase- any exchange policy or cash buy back policy will be applicable only on submission of original invoice and I.D card as proof of the invoice holder name as mentioned on the invoice.
- Taxes and Duties, as applicable at the point of exchange should be borne by the customer.