

INDRIYA

BUYBACK PROGRAMME

1. Customers may be eligible for Buyback of products purchased from Indriya subject to the terms and conditions outlined in this programme.

Conditions for Buyback

2. Products brought for buyback must have been purchased from Indriya & accompanied with the original Tax Invoice or Certificate of Authenticity.

3. Indriya offers Buyback to the customer on whose name the bill has been issued or to the authorised representative signing the Indriya Exchange /Buyback Programme Request Form.

4.. Timeframe: Buyback of jewellery can be done any time after the date of purchase.

Definitions

5. Prevailing rates means the company's city-wise rate prevailing on the metal or stone at the time of the transaction. Said rates are intra-day rates and depend upon a variety of factors including spot rate, freight, overheads etc.

6. Buyback Valuation means the determined price at which the company agrees to buyback the jewellery tendered by the customer under this programme. It is based on the prevailing rates of metals and stone in said jewellery and is subject to deductions as hereinunder.

Buyback Process

7. Indriya offers Lifetime Buyback Programme to their customers. Customers may request a buyback of jewellery as per the valuation herein as the buyback value.

8. The valuation of buyback will be as per the prevailing rates of metal & stones at the time of transaction for the net weight of metal & stones brought for buyback and applicable buyback deductions as per the programme herein.

9. The following Buyback deductions will apply for the below mentioned type of product(s). These deductions are on account of costs incurred towards cleaning and processing the metal or stones to convert them into raw material.

- 3% on Gold Coins & Bars, Plain Gold, Silver, Platinum & Bi-Metal Jewellery
- 10% on Studded, Polki, Precious Coloured Stones Jewellery
- 15% on Solitaire (Less than 6 Ct)
- Any statutory deductions

10. The discounts offered during the original purchase will be deducted from the determined buyback value.

11. The making charges & taxes will not be considered for the determined buyback value.

12. Buyback value will be issued to the customer in the form of transfer via RTGS/NEFT in the customers' bank account within 7 working days equivalent to the valuation of the jewellery.

Exclusions

13. Non-Eligible Items: Certain items may not be eligible for buyback, including but not limited to:

- Fixed price products.
- Solitaire weighing higher than 6 Carat.
- Products without original tax invoice or certificate of authenticity.

Damaged or Defective Items

14. Inspection: Indriya reserves the right to inspect the item(s) and determine whether a buyback is appropriate based on the circumstances.

15. Jewellery brought for buyback having difference in original weight, count of stones & dimension compared to the Certificate of Authenticity will be sent to the service centre for evaluation. The company will evaluate and share valuation within 7 working days of buyback request. Such evaluation will be at the customer's sole risk.

16. For such products having variance from the original weight, count & size as stated in the Certificate of Authenticity, Indriya will determine the evaluated Buyback Value post quality inspection.

17. By bringing jewellery for buyback and submitting the Indriya Exchange/Buyback Programme Request Form as hereinunder to Indriya, the customer:

- Gives consent for the said jewellery to be sent to the service centre for evaluation if Indriya deems fit without prior notice of the same to the customer.
- Indemnifies Indriya for any damage or loss related to the said jewellery incurred while transporting, storing, handling, evaluating or inspecting said jewellery.

Contact Information

18. For inquiries regarding buybacks, returns, refunds, or exchanges, please contact our customer service team at 1800-210-8383.

Modification of Programme

19. Indriya reserves the right to modify or update this buyback programme at any time without prior notice. Any changes will be effective immediately upon posting the revised programme on our website or in-store.

Other Terms & Conditions

20. All customers seeking to buyback will have to fill and sign the Indriya Exchange /Buyback Programme Request Form & provide KYC (Photo Id proof with address) & Banking details for the transfer of Buyback Value for the completion of the process.
21. Wherever the Buyback Value 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 buyback.
22. Applicable Indian law shall govern the transaction. In case of any dispute, courts in Mumbai only shall have jurisdiction.
23. The value of customer's claims pursuant to any dispute arising out of this programme shall be limited to the determined Buyback Value.
24. The buyback shall be at the discretion of Indriya which reserves all rights thereof.
25. By filling and signing the Indriya Exchange/Buyback Programme Request Form, the customer indemnifies Indriya against any claims, losses, expenses, costs, damages, penalties arising out of the customer's (i) deficient title, (ii) misrepresentation/fraud/forgery (iii) negligence (iv) unlawful action.
26. The Terms and Conditions hereinunder are in addition to the company's other terms and conditions that may be applicable to the transaction.

End of Document
