

# Refund and Returns Policy

CARAT & KIN

We have Our 15-day Return Policy gives you the time to make sure that your purchase is perfect. If you need to return the product for any reason, we'll provide you with a full refund or exchange after retaining Rs.1500/- towards delivery and processing. This charge shall be borne by the customer for each product under 15 Day Money Back Policy.

## 15 Day Money Back is not applicable in the following instances –

- On orders that have been exchanged earlier under the 15 Day Exchange Policy – You can exchange your design within 15 days for the full value only once. If you wish to exchange the product the second time, it will be considered as a Lifetime Exchange.
- On products which are custom made (ie. do not fall under “In-stock Products” category)
- On products that have been engraved or personalized or customized.
- Exchange Products will be delivered in 21 days.

## Conditions for Return under 15 Day Money Back Policy –

Product must be returned in original packaging in saleable condition with no scratches, damage, wear or alteration and with the certificate provided at the time of delivery. The stickers and tags must be intact. If the product tag or the original packing is tampered with, the return will not be processed.

## How the refund is made –

When a product is returned under our 15 Day Money Back policy, a quality check is done post which the refund is credited to the source or your bank account.

1

For cash on delivery orders, the refund will be processed to your bank account within 21 business days

2

For prepaid orders, the amount will be credited to the payment source (Credit Card/Debit Card /UPI/Net Banking) within 21 business days

# How to return the product to Carat & Kin

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- 1 Write an email to [info@caratandkin.com](mailto:info@caratandkin.com) within 15 days of delivery to schedule a return pick up.

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- 2 The product should be accompanied by the original product certificate and the original/copy of the invoice for all exchanges within the 15 Day Money Back period.

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- 3 Ready your jewelry in the original packing material along with the certificate and hand it over to the logistics executive.

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- 4 Please collect an acknowledgement for the item being picked up (pickup receipt on paper/ photo of tracking number/ SMS confirmation of pickup).

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- 5 Once we receive the product, we conduct a Quality Check to check for any signs of damage or wear and tear. Once the Quality Check is cleared, our refund will be credited to your bank account in 10-14 business days after retaining delivery charges. Any item that shows signs of wear or that has been altered, resized (by a jeweller other than the company) or damaged cannot be accepted for 15 Day Money-Back.

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- 6 In case of loss of the original product certificate would result in a deduction of certification charges ( which will be communicated separately at the time of return)

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- 7 In case the product was earlier purchased through EMI system, we will deduct an amount equivalent to 1% of the Grand Total Amount at the time of refund of initial installment.

## How to ship the products to be returned

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Carat & Kin will schedule a reverse pick up for customers. The return shipping shall be borne by the customer. We will deduct Rs.1000/- as delivery and processing charges while determining the refund amount.

### **Changes in Policies –**

Carat & Kin reserves the right to modify these policies at any time so it is advisable to review the policies frequently. Changes will take effect immediately upon publishing on the website: [www.caratandkin.com](http://www.caratandkin.com). Any material changes made to the policies will be made along with a notification here that the policies have been updated