

INDRIYA

PRODUCT WARRANTY POLICY

Indriya Product Warranty Policy - Terms & Conditions

Duration: One Year Warranty, valid from the date of purchase.

Coverage: Include manufacturing defects, pre-existing damage to precious metal due to faulty setting.

Exclusions: Damage due to failure to adopt proper care as per the instructions, where such method of proper care was advised to the Customer at the time of purchase, natural property of any materials used in the jewellery to decay under certain circumstances as advised to the customer at the time of purchase, customised design proposed by customer of such delicate and unviable nature as was informed to customer at the time of order booking, accidents, misuse, or alterations made by a third party.

Mode of Repair/Replacement/Refund: Indriya will repair the item or replace it with a similar item if it is found to be defective during the warranty period. Any such repair will be free of labour cost. If the jewellery can't be repaired or replaced, Indriya would refund the customer value equivalent to similar Gold & Stone quality and weight.

Proof of Purchase: Customers are required to provide proof of purchase, in the form of Original Tax Invoice, Certificate of Authenticity, Warranty Certificate when making a warranty claim.

Transferability: The warranty is transferable to another owner if the jewellery is gifted subject to the holder producing the original Tax Invoice and Certificate of Authenticity. The Customer claiming warranty as a donee under this provision indemnifies Indriya against any claims, losses, damages, costs, penalties, expenses arising from the customer's representation of himself as the original owner's donee. Indriya will require the Customer representing himself as the donee of the original owner to submit KYC documents being photo identity proof and proof of address to avail the warranty unless a validly executed gift deed for the jewellery in question is produced.

Voiding the Warranty: Unauthorized repairs or alterations to the jewelry will void the existing warranty.

Procedure for Claims: Customer should visit any of the Indriya Store and produce the Defective Jewellery, its broken part if any, Tax Invoice & Certificate of Authenticity and collect a Jewellery Service Form. Indriya will evaluate and share the repair/replacement timelines to the customer.

Note: It's important for customers to carefully review the terms and conditions of the jewelry warranty before making a purchase to understand what is covered and any limitations or requirements involved. Additionally, customers should keep all relevant documentation, such as Tax Invoice, Warranty Certificate, Certificate of Authenticity, in case they need to make a warranty claim in the future.