

Rate Enquiry:

Rate Enquiry (Gold / Silver / Platinum / Diamond pricing) Customer queries regarding the current rates of gold, silver, or diamond based on purity and market fluctuations Queries:

1. Question: What is the gold rate today?

Answer: Gold rates are shared by Kalyan Jewellers on a daily basis. You will receive the updated rate each morning and must communicate only the current day's rate to the customer

2. What is the silver rate today?

Silver rates are shared by Kalyan Jewellers on a daily basis. You will receive the updated rate each morning and must communicate only the current day's rate to the customer

3. What is the platinum rate today?

Platinum rates are shared by Kalyan Jewellers on a daily basis. You will receive the updated rate each morning and must communicate only the current day's rate to the customer

4. What is the Diamond rate today?

Diamond pricing can vary significantly depending on its cut, colour, clarity, and carat weight. I recommend visiting your nearest Kalyan Jewellers store where our staff can assist you with precise options and pricing

Making Charges / Wastage Query (VADD) :

Making Charges / Wastage Query (VADD) Enquiries related to the value-added charges, wastage percentage, and making costs applied to jewellery pieces. Queries:

1. What is the offer on making charges?

Share only the current offer or promotional rate as officially communicated by Kalyan Jewellers. If no offer is active, clearly mention that standard making charges apply.

2. What is DYE / VADD charges ?

DYE or VADD refers to Making Charges and Wastage Charges added over the base gold rate for the craftsmanship and design of the jewellery. These charges vary depending on the design, type of jewellery, and ongoing offers.

- DYE Charges (for Coin / Bar) Tamil Nadu – Minimum 2% Karnataka – Minimum 3%
- VADD charges (for jewellery) Minimum 3 – 7%. It will vary based on the model and design chosen

Current offers Queries:

Current offers Customer enquiries about ongoing promotions, discounts on making charges, festival offers, or exclusive schemes currently available at Kalyan Jewellers Queries:

1. What is the daily offer for today, at KJ?

Share only the current day's offers as officially communicated by Kalyan Jewellers.

Always refer to the latest internal update before answering the customer. (no guessing and no general statements; only what's available that day, based on the KJ daily update)

Certification & Hallmarking Details:

Certification & Hallmarking Details Customers seeking information about authenticity certificates and hallmarking standards for gold or diamonds. Queries:

1. Customer asked from which country KJ gold is made. Is it imported or made in India ?

Kalyan Jewellers primarily uses gold that is refined and crafted in India. All our jewellery meets quality and hallmarking standards to ensure authenticity and purity

Product Availability:

Product Availability Customer asking whether a particular jewellery item or design is in stock.
Queries

1. Customer is enquiring about particular design?

Let me check with the respective store regarding the availability of that design.
I'll arrange a callback for you with the update shortly.

2. Is 24 carat gold is available at KJ?

Yes 24 carat coins / bars are available. Coins can be customized

3. Customer called and enquired if VA is applicable for gold bar. He wants 10g bar?

DYE charges are applicable (state – wise DYE charges will vary)

4. Does “my kalyan mini store” has gold coin?

Gold coins are not usually available at My Kalyan Mini Stores, as these are focused on scheme-related services. For gold coin purchases, please visit or contact the nearest main Kalyan Jewellers showroom

5. Customer wanted to purchase 8gm gold coin. How many coins can he purchase for that 8gm?

Kalyan Jewellers offers 22K gold coins in 1gm, 2gm, 4gm, and 8gm options — and 24K gold coins in 1gm, 5gm, and 10gm. You can choose any combination to match your 8gm requirement based on availability at the store

6. Customer is asking if Naan KDM design is available at the store?

Let me check with the respective store regarding the availability of that design. I'll arrange a callback for you with the update shortly.

7. Customer is enquiring about Gantan Gold availability?

Let me check with the respective store regarding the availability of that design. I'll arrange a callback for you with the update shortly.

8. Is silver rakhi available in kalyan jewellers?

Let me check with the respective store regarding the availability of silver rakhi. I'll arrange a callback for you with the update shortly.

9. Customer is asking if he can purchase silver coin from KJ?

Yes, it is possible. Available grams are 1gm, 5gm, 10gm

10. Customer asked price for 500gm silver rate and overall GST and value-added price?

Check the Value Metal Calculator (VMC) and inform the customer

11. Is Silver kaapu available for baby?

Let me check with the respective store regarding the availability of silver rakhi. I'll arrange a callback for you with the update shortly.

12. Customer purchased diamond jewellery from KJ last week. Store didn't give him certificate. He is 70 years. Now he is asking if he can go and collect it at store?

Thank you for bringing this to our notice. I'll arrange a callback from the respective store to assist you further regarding the diamond certificate. They will guide you on how to collect it at your convenience.

13. Are platinum rings available in KJ?

Yes, platinum rings are available

14. Do you have pearl and emerald in stock?

Thank you for your interest. Availability of pearl and emerald jewellery may vary by store. I'll arrange a callback from the nearest showroom to provide you with the exact stock details and assist further

15. Are Birth Stone available in store?

Birth stones are available at select Kalyan Jewellers showrooms. I will arrange a callback from the respective store to confirm availability and guide you further based on your requirement

16. Customer is asking are the same designs available in shop which is there in candere?

Thank you for your query. The designs available on Candere are exclusive to the Candere platform and may not be available at Kalyan Jewellers showrooms. The store collections are different and curated separately

17. Is lab – grown diamonds available at KJ?

No, lab grown diamonds are not available at KJ

18. Is 3 to 4gms gold chain available?

Let me check with the respective store regarding the availability. I'll arrange a

callback for you with the update shortly.

19 Is Silver Kalasam available at KJ?

Thank you for your interest. Availability of silver kalasam may vary by store. I'll arrange a callback from the nearest showroom to provide you with the exact stock details and assist further

Product Customization Requests:

Product Customization Requests

Enquiries about modifying jewellery designs, size adjustments, engravings, or bespoke orders.

Queries:

- 1. Customer called from political party and asked if political leader rings are available at store for immediate purchase?**

Let me check with the respective branch regarding the availability of that design. I'll arrange a callback for you with the update shortly.

- 2. Customer called and asked if he can customize couple ring of 2gm each and will there be any customization charges?**

Customization is free of charge. Please visit the nearest Kalyan Jewellers showroom, and our team will help you with the design and options

- 3. Customer has paid advance amount for customized jewellery and said balance will be paid via online. Now he wanted to give some gold coin for the balance amount. Is it possible? Asking for Store number?**

Yes, you can give gold coins as part of the balance payment. The store will verify the purity and adjust the value accordingly. Share the contact number of the store from the NAS server.

- 4. Customer bought gold ring at KJ 2 years back. He missed the bill. He wanted to engrave a design in that ring. Asking if that is possible or not?**

For engraving services, the original bill is mandatory. Since the purchase was 2 years ago and the bill is unavailable, I suggest visiting the store directly

5. Customer enquired whether his design is ready or not?

I will arrange a callback from the respective store to update you on the progress of your customised jewellery. You'll receive the call shortly

6. Is customization available for jewellery?

Yes, customization is available for jewellery at Kalyan Jewellers. You can walk into any of our stores, discuss your preferences with our team, and I will help you create a design that suits your style.

7. Customer asked if diamond stone can be attached to silver ring?

Yes, customization is available for jewellery at Kalyan Jewellers. You can walk into any of our stores, discuss your preferences with our team, and I will help you create a design that suits your style.

8. Customer wanted to customize a pendant using mother's milk?

We truly appreciate your interest in creating a personalized piece of jewellery. However, we are sorry, we do not offer customization services involving organic materials such as mother's milk.

9. Customer wanted to engrave fingerprint in ring. Asking if it is possible ?

Thank you for your interest. Engraving a fingerprint on a ring is a customized request. We will check with the respective store regarding its feasibility and arrange a call back shortly with the necessary details.

Availability Status at Specific Stores:

Availability Status at Specific Stores

Customers checking whether a product is available at a particular Kalyan Jewellers branch.

Queries:

1. Customer is enquiring for baby bangles availability at Adayar branch?

Let me check with the respective branch regarding the availability of that design. I'll arrange a callback for you with the update shortly.

2. Is Impon bangles available at Showroom?

Let me check with the respective branch regarding the availability of that design. I'll arrange a callback for you with the update shortly.

3. Customer called and enquired if choker necklace is available in 18k gold at store?

Let me check with the respective branch regarding the availability of that design. I'll arrange a callback for you with the update shortly.

4. Customer is asking if gold spoon and bowl is available at particular store?

Let me check with the respective store regarding the availability of that design. I'll arrange a callback for you with the update shortly.

5. Customer is asking if Gold Rakhi is available at store?

Let me check with the respective store regarding the availability of that design. I'll arrange a callback for you with the update shortly.

6. Customer is asking if silver polish is available at Malleshwaram, Bangalore Store ?

Let me check with the respective branch regarding the availability of that design. I'll arrange a callback for you with the update shortly.

Online Purchase:

Online Purchase:

Customer enquiries related to buying jewellery through Kalyan Jewellers' official website or app, including product availability, payment, and delivery options.

Queries:

- 1. Customer is asking if he can buy gold coin in swiggy instamart. Will it be hallmarked? Is it 22 / 24 / 18 carat? Will he receive bill from KJ or Swiggy instamart?**

Yes, Kalyan Jewellers gold coins are available on Swiggy Instamart in select areas. They are 999 purity, 24K, and the invoice will be from Swiggy. The packaging includes Kalyan Jewellers' authenticity details

- 2. Customer called from Kancheepuram district and said he purchased 4gm gold coin from myntra. Seller from KJ Thirussur branch. No BIS Hallmark & HUID. Is this coin original?**

The 4gm gold coin purchased from Myntra under the Kalyan Jewellers brand is 24K with 999 purity. However, if you have any concerns, I recommend visiting your nearest Kalyan Jewellers store for verification

- 3. What is Digi – Gold?**

Digital Gold is the platform where you can buy and sell gold online only.

Website Address:

<https://kalyan.augmont.com/buy>

further assistance, contact – 9090906867

- 4. Customer asked if he can convert Digi – Gold to Cash?**

I'm sorry, but converting Digi-Gold to cash is not possible. It can only be redeemed for jewellery purchases as per the scheme's terms and conditions. I would recommend visiting your nearest Kalyan Jewellers store, where our team can guide you on the available redemption options.

5. Customer purchased a 5-gram gold chain for ₹85,000 through Myntra. The invoice shows the price per gram as ₹17,000, which seems unusually high. He would like to confirm whether the jewellery is genuine or fake ?

Thank you for bringing this to our attention. If you are uncertain about the purity of the jewellery, we kindly recommend visiting the nearest Kalyan Jewellers store. Our team will assist you with a thorough purity check and address any concerns you may have regarding the product

Scheme & Scheme Enquiry

Scheme:

Dhanalakshmi Scheme:

- **Scheme Type:** Monthly gold saving scheme.
- **Minimum monthly instalment:** Rs. 2000.
- **Scheme duration:** 11 months.
- On completion of 11 months, customer can purchase gold jewellery with VADD benefits.
- **Value Addition Discount (VADD) Benefits:**
 - If VA (making charges) is **up to 19.5% – 0% VA** (completely waived).
 - If VA is **above 19.5%** – customer pays only the **difference** (e.g., if VA is 23%, customer pays only 3.5%).

Muhurat scheme:

- **Minimum deposit:** Rs.1,00,000 (one-time payment).
- **Gold weight equivalent** to Rs. 1 lakh is **fixed on the date of payment**.
- Scheme duration: **11 months**.
- After completion, customer can **purchase jewellery for the pre-fixed weight**.
- **Value Addition Discount (VADD) Benefits:**
 - If VA is **up to 20% – 0% VA** (completely waived).
 - If VA is **above 20.1% – 50% VA discount** on the excess

Dhanrekha Scheme:

- **Minimum deposit:** 10 grams of **old gold** to be submitted at any Kalyan Jewellers showroom.
- **Scheme duration:** 11 months.
- At maturity, customer can choose **one of the two benefit options**:
- **Option 1:**
 - Customer receives **10 grams + 1.100 grams** (i.e., extra 1 gram 100 milligrams).
 - **Value Addition (VA)** will be **charged** on the total gold weight.

- **Option 2:**
 - Customer receives **only the original 10 grams**.
 - If VA is **up to 22.5% – 0% VA** (fully waived).

Dhanteras Pre-Booking Offer – 2025 :

- Advance Pre-Booking Dates: 1st August to 30th September 2025
- Redemption Dates: 1st October to 15th October 2025
- Advance Amount: 25% of total value to be paid
- Rate Protection: As per the rate on booking date

Benefits (4 times the advance paid)

For purchases below 30 grams:

- Gold – Flat 25% off on VA for purchase of Gold Jewellery
- Diamond – Flat 25% off on VA & 15% off on stone for purchase of Diamond jewellery
- Precious & Uncut (Diamond, Ruby, Sapphire, Emerald, Alexandrite etc.,)- Flat 25% off on VA & 10% off on stone for purchase of Precious & Uncut jewellery
- Platinum & Polki – Flat 10% off on invoice value for purchase of Platinum & Polki

Jewellery

- Silver – Flat 25% on VA for Silver jewellery & Flat 15% off on MRP products
- Premium - Flat 25% off on VA & 10% off on stone for purchase of Premium jewellery

For purchases ₹3 lakhs & above:

- Gold – Flat 30% off on VA for purchase of Gold Jewellery
- Diamond – Flat 30% off on VA & 20% off on stone for purchase of Diamond jewellery
- Precious & Uncut (Diamond, Ruby, Sapphire, Emerald, Alexandrite etc.,)- Flat 30% off on VA & 15% off on stone for purchase of Precious & Uncut jewellery

- Premium - Flat 35% off on VA & 15% off on stone for purchase of Premium jewellery

Not Applicable For:

- Coins, bars, Saving schemes, Package deals, Special/custom-made items, Gift vouchers

Location:

- Redemption must be done at the same store where booking was made

Scheme Enquiry

9a. Scheme Enquiry - General questions regarding available gold saving or jewellery purchase schemes.

- 1. Is KJ not good at Tamil nadu? Is it good to put scheme at KJ? Neighbors are saying to opt for some other jewelers ?**

Kalyan Jewellers has a strong presence across Tamil Nadu and is trusted by lakhs of customers. Our gold schemes are completely transparent and secure. You're always welcome to visit any of our showrooms to understand how the scheme works before enrolling

- 2. Customer called and said a person has visited his house stating he is a marketing agent from KJ and he wanted to explain about the scheme. Customer wanted to check if it's true or not ?**

Thank you for bringing this to our attention. For security and verification, I suggest visiting your nearest Kalyan Jewellers store or calling the official store number to confirm whether a marketing representative was assigned to your area. I also advise not sharing any personal information unless identity is verified through official sources

- 3. Willing to open new scheme at Kalyan. Need details ?**

Thank you for your interest in joining our monthly savings scheme at Kalyan Jewellers. **Explain about the monthly scheme.** For enrolment, I request you to visit the nearest Kalyan store with valid ID proof (Aadhar card). Our staff will guide you through the process and help you get started

4. Customer is asking if any scheme is available for silver ?

Thank you for your interest. At present, I do not have any savings or installment schemes available specifically for silver purchases.

5. Customer called and asked if he can join the scheme online ?

Thank you for your interest in joining our gold saving scheme. Currently, online enrolment is not available. We kindly request you to visit the nearest Kalyan Jewellers store with your Aadhaar card, PAN card, and registered mobile number. Our team at the store will assist you with the enrolment process.

6. Customer called and asked to send scheme details to her e-mail ID ?

Thank you for reaching out. We understand your request; however, at the moment, we are unable to share scheme details via email. We kindly request you to visit your nearest Kalyan Jewellers store for complete information and assistance regarding our schemes.

Scheme Enrolment Details

9b. Scheme Enrolment Details - Requests related to joining a scheme, required documents, or eligibility.

Queries:

1. I have done payment for scheme but didn't any message from Kalyan. What Should I do?

Thank you for bringing this to our attention. I will first check the Kalyan ledger to confirm if the payment has been successfully updated.

(If it reflects correctly on our end, say)

I sincerely apologize — the issue could be due to a technical delay in SMS delivery. Payment is updated in your ledger

2. Payment for scheme is made and amount is debited but not reflecting in ledger

Thank you for informing us. If the amount has been debited from your bank but is not yet reflecting in the Kalyan ledger, I request you to kindly wait for 24 hours, as sometimes there could be a delay in transaction updates. If it still doesn't reflect after that time, I suggest you contact your bank to check the transaction status.

3. Customer paid to scheme for 4 months but missed 1 month, what should customer do?

Thank you for reaching out. May I know if you're getting an option online to pay for two months together? If yes, you can proceed with the payment. If not, I kindly suggest visiting the nearest Kalyan Jewellers store. The team there will help you with the payment and guide you further with the scheme continuation

4. Customer is asking if Registered Phone number can be updated for scheme

Yes, the registered phone number for the scheme can be updated. I kindly request the customer to visit the nearest Kalyan Jewellers store with a valid ID proof to process the change. The store team will assist with updating the contact details in the scheme

5. Customer is asking how to do payment online. Website / payment gateway details

You can make your online payment through Kalyan Jewellers' official payment gateway **payments.kalyanjewellers.net**. Please ensure you have your customer details or reference number handy while proceeding

6. Customer asked what is the membership fee in scheme

Thank you for your question. In our scheme, 25% of your scheme amount is considered as the membership fee. However, please note that this amount is not a separate charge—it will be adjusted at the time of scheme maturity, so you will not lose that amount

7. Customer called and asked if he will receive gift, if he joins the scheme. In previous scheme, he has received the gift ?

Gift eligibility depends on the store at the time of joining the scheme. Also, the minimum monthly scheme amount should be above Rs.2500 to qualify for any gift, if applicable

Scheme Maturity

9c. Scheme Maturity - Enquiries about the completion date, benefits, and redemption process of an ongoing scheme.

Queries:

- 1. Customer called and asked if he can go and claim the gold. He enrolled in dhanarekha scheme. But maturity date was 30.08.2024.**

Since the maturity date of your Dhanarekha scheme was on 30th August 2024, the scheme benefits will not be applicable now. I request you to kindly visit the store for further guidance

- 2. Scheme is matured; Can I buy Gold Coin / Bar?**

Thank you for your query. Once the scheme is matured, redemption is allowed only against jewellery purchases. Gold coins or bars cannot be purchased using the scheme amount. You can visit the nearest Kalyan Jewellers showroom to explore our wide range of jewellery collections for redemption

- 3. Scheme is matured; Can a customer buy jewel from other states?**

Thank you for checking. Once the scheme is matured, the purchase of jewellery can be done only within the same state where the scheme was enrolled. Kindly visit any Kalyan Jewellers showroom in that state to complete your purchase.

- 4. Scheme is matured; Can a customer buy jewel from other districts?**

Yes, the customer can purchase jewellery from any Kalyan Jewellers showroom within the same state, even if it's in a different district

5. Customer is asking the maturity date. When can he purchase?

check the scheme ledger for maturity details and inform the customer. Customer can purchase before 15 days of scheme maturity date.

6. Customer is asking if he can avail scheme benefits along with today's benefits

I am sorry, but scheme benefits cannot be clubbed with any additional or ongoing offers

7. Customer enrolled in 3 schemes. 2 schemes at same time and 1 at different time. Can he claim all 3 schemes benefit at the same time?

Thank you for your query. Since the schemes were enrolled at different times, the maturity dates will differ. Only those schemes that mature on the same date can be claimed together. For the one enrolled separately, benefits can be claimed only upon its individual maturity

8. What are the documents to be carried while purchasing jewels once scheme is matured

At the time of jewel purchase after scheme maturity, please carry the bond papers, a valid ID proof (such as Aadhaar or PAN), and ensure the registered mobile number is available for verification.

9. Customer called and asked if he can redeem the scheme amount in cash instead of purchasing gold jewellery

As per Kalyan Jewellers' policy, the scheme amount cannot be redeemed in cash. It can only be used to purchase gold jewellery

10. Customer opened scheme in Mumbai and wanted to redeem at Chennai. Is it possible?

Thank you for reaching out. As per our current policy, redemption of the scheme is permitted only within the state where it was originally enrolled. Since the scheme was opened in Mumbai (Maharashtra), redemption at Chennai (Tamil Nadu) is not allowed. We recommend visiting any Kalyan Jewellers store within Maharashtra to redeem your scheme.

11. Customer enrolled in 2 schemes and both are matured. He wants to purchase single jewel with both schemes' maturity value ?

Thank you for reaching out. If both the matured schemes are of the same type, you can combine them to purchase a single piece of jewellery. However, if the schemes are different, they cannot be clubbed together for one purchase. We recommend visiting the nearest Kalyan Jewellers store for further assistance and verification

12. Customer hasn't paid the scheme amount for past 6 months. He wanted to pay now for 6 months and continue the scheme. Asking if it is possible ?

I'm sorry, but if the scheme payments have been pending for 6 months, it cannot be continued. As per policy, regular monthly payments are required to keep the scheme active.

Scheme Withdrawal

9d. Scheme Withdrawal - Questions about early exit, cancellation, or premature closure of an enrolled scheme.

Queries:

1. Customer is asking how to close the scheme ?

If you wish to close the scheme before maturity, please note that the scheme benefits will not be applicable. Refund is also not possible. However, you can use the amount paid so far to purchase jewellery equivalent to that value in gold weight

2. Is Premature withdrawal or cancellation is allowed in scheme ?

Thank you for checking with us. As per our company policy, premature withdrawal or cancellation of the scheme is not permitted. We request you to kindly continue the scheme till maturity to avail the full benefits

3. Customer has paid for 3 months in a gold scheme; can he purchase gold by taking a minimum amount from that now ?

Thank you for reaching out. As per policy, the scheme benefits can be availed only upon completion of the full tenure. Midway redemption or purchase is not permitted if you wish to continue the scheme. We recommend continuing the scheme till maturity to enjoy the full benefits

Exchange Policy:

Exchange Policy

Customer seeking to understand the terms and conditions for exchanging old jewellery for new.

Queries:

1. Can customer exchange gold from other jewelers?

Yes, we do accept gold purchased from other jewellers for exchange. If the gold is 916, The gold will be tested for purity, and it will be melted and based on the weight, it will be taken for the market rate

2. Customer wants to exchange KJ Gold which is bought before 5 years ?

Yes, we do accept gold purchased from other jewellers for exchange. If the gold is 916, The gold will be tested for purity, and it will be melted and based on the weight, it will be taken for the market rate

3. Customer is asking if he can give gold coin and exchange it to jewellery ?

Yes, exchange is available, but it will be tested for purity and hallmark

4. Customer wants to exchange KJ Gold jewellery which is bought yesterday?

Yes, it can be exchanged within 7 days from the date of purchase but bill is mandatory

5. Customer is having 18k gold bangle but now wanted to exchange it to 22K gold. Is it possible?

Yes, you can exchange your 18K gold bangle for 22K jewellery. The purity will be checked at the store, and the difference amount based on 22K pricing will need to be paid

6. Customer bought gold chain from KJ Chennai. He wanted to exchange it in Madurai KJ. ?

Yes, it is possible

7. Customer wanted to purchase gold coin by exchanging 50 years old gold ?

Yes, you can exchange your old gold for a gold coin. Please visit the nearest Kalyan Jewellers store where the gold will be tested for purity, and the value will be calculated as per the current rate

8. Customer is asking if he can give gold and buy silver ?

Yes, it is possible

9. Customer bought a silver Anklet from Malabar. Can I exchange it in KJ ?

Silver jewellery purchased from other jewellers can be exchanged at Kalyan Jewellers, subject to purity check and valuation at the store

10. Can I buy diamond jewellery by exchanging gold coins ?

Yes, it's possible

11. What are the documents to be brought for diamond exchange ?

Diamond certificate and bill are mandatory

12. Customer is asking if she can exchange diamond nose pin purchased from KJ ?

As per Kalyan Jewellers' policy, diamond nose pins are eligible for Exchange

13. Customer purchased Rose – gold chain with diamond pendant. Now want to exchange that diamond pendant, but bill and certificate are at native. Now wanted to exchange at nearby store. Is it possible ?

I am happy to help. However, for exchanging a diamond pendant, it is mandatory to present both the original bill and the diamond certificate. I request you to bring those documents to the store so the team can proceed with the exchange process

14. Can Diamond ring be repaired / exchanged? Certificate is missing ?

Without certificate, it is not possible

15. Customer wanted to exchange diamond bought from KJ. Called and requested to send quotation / invoice in e-mail ?

Thank you for reaching out. For diamond exchanges, I kindly request you to visit the nearest Kalyan Jewellers store. As per policy, quotations or invoices for exchange cannot be shared over email or phone. The store team will assist you with evaluation and further process.

16. Customer called and wanted to exchange diamond but don't have certificate and bill ?

Thank you for contacting us. For diamond exchange, it is mandatory to provide both the original purchase bill and the diamond certificate. In the absence of these documents, we regret to inform you that the exchange process cannot be initiated.

17. Customer purchased gold coin from myntra and wanted to exchange at store. Is it possible?

Yes, gold coins purchased from Myntra can be exchanged at the store, provided they meet Kalyan Jewellers's exchange policy. Kindly carry the original bill and the

coin in its original condition. Final acceptance will be at the store after checking the purity

18. Customer is having ruby pendant. He wants to exchange it for gold ?

Yes, the ruby pendant can be considered for exchange. We request you to carry the original bill and certificate, if available. Based on the evaluation and purity, the store team will guide you on the gold value eligible for exchange

19. Customer wants to exchange rose gold to 916 gold. Is it available ?

Yes, rose gold can be exchanged for 916 gold, but it will be subject to purity verification. Please note that the exchange value may be significantly lower, depending on the purity and alloy content of the rose gold. We recommend visiting the nearest Kalyan store for proper evaluation and assistance."

20. Customer purchased in Gurgaon KJ and now wants to exchange in Tamil Nadu. Asking if it is possible.?

Thank you for reaching out. Yes, you can exchange the jewellery purchased from our Gurgaon showroom at any of our showrooms in Tamil Nadu. Our store team will assist you further.

21.Customer asked if he can exchange gold ring and buy gold coin ?

Thank you for your query. We regret to inform you that exchanging a gold ring to purchase a gold coin is not permitted as per our policy. However, if you have a gold coin, you may exchange it and purchase jewellery. We request you to kindly visit the nearest Kalyan Jewellers store for further assistance.

Selling Policy:

Selling Policy

Customer queries related to selling their old gold or jewellery to Kalyan Jewellers, including accepted purity, buyback terms, required documents, and prevailing rates.

Queries:

1. Can I sell gold which is brought from other platform / jewelers?

Kalyan Jewellers does not buy back gold purchased from other jewellers. However, customers can exchange such gold for new jewellery, subject to purity verification.

2. What are the documents to be carried while selling jewellery purchased from KJ?

- Valid Government-issued ID proof (e.g. Aadhaar, PAN)
- Cancelled cheque leaf
- Bank account details

3. In how many days money will be transferred to Bank Account?

3-5 Working days

4. Customer called and asked if he sell gold bar purchased from KJ ?

Yes, you can sell the gold bar if it was purchased from Kalyan Jewellers. The purity will be tested in-store, and standard 2% deduction will be applied and additional deduction will be based on purity test result

5. Customer is asking if silver can be sold at KJ ?

Yes, it is possible but minimum it should be 100gms and it will be tested for purity

6. Customer bought silver bar from other jewellery. He is asking if he can resell it at KJ ?

Silver purchased from other jewellers cannot be resold at Kalyan Jewellers. Resale is only allowed for silver originally bought from Kalyan

7. Customer wants to resale diamond. Asking for details ?

Yes, resale of diamond jewellery is possible, provided the item was originally purchased from Kalyan Jewellers. Kindly ensure you carry the original purchase certificate and bill for verification during your visit to the store

8. Customer is calling if he can sell diamond bought at KJ. He purchased at TN and want to sell it at Bangalore ?

Yes, it is possible but diamond certificate is mandatory

9. Customer purchased diamond bracelet from KJ. But size is small. Now he wants to sell it ?

Yes, you can sell the diamond bracelet back to Kalyan Jewellers. Please ensure you have the original bill and diamond certificate with you. The resale process typically takes about 3 to 5 working days. Kindly visit the nearest store for assistance

10. Customer called and asked if Can Nose pin be returned?

Nose pins are not eligible for return at Kalyan Jewellers due to hygiene and safety reasons. I recommend verifying the specifications carefully before purchase.

11. Customer called and asked if he can sell KJ gold jewels at other gold jewellery ?

While you may choose to sell your Kalyan Jewellers gold jewellery at other shops, I recommend visiting your nearest Kalyan store. We follow a transparent and fair evaluation process, offer competitive rates based on purity and weight, and ensure a trusted resale experience. Kindly carry the bank account details and ID proof when you visit.

12. Customer purchased gold bar from Joy Alukkas, Dubai. Now wanted to sell it at KJ ?

I regret to inform you that Kalyan Jewellers accepts only gold jewellery or bars originally purchased from our stores. As the gold bar was purchased from another brand, we will not be able to proceed with the buyback. I appreciate your understanding

Billing Requests:

Billing Requests

Requests for copies of invoices, billing errors, or tax-related clarifications.

Queries:

1. Customer is asking if he can shift silver to US ?

I am sorry, but shifting or exporting silver purchased from Kalyan Jewellers to the U.S. is not permitted as per our policy

2. Customer called and asked for duplicate bill. He missed the original bill ?

I'm sorry, but as per Kalyan Jewellers' policy, we are unable to issue a duplicate bill once the original is lost. However, please check your email inbox, as the bill copy is usually sent at the time of purchase.

3. Customer wanted to travel abroad and wanted to carry gold jewellery. Asking for bill copy. ?

Sure, to help you with the bill copy for your travel purpose, I request you to either visit the nearest Kalyan Jewellers store or send an email to info@kalyanjewellers.net along with a copy of your travel ticket and visa. Our team will assist you further.

4. Customer has saved Rs.14,000 (5 rupees coins). Asking if he can purchase silver with it?

Thank you for checking with us. As per store policy, only up to ₹2,000 in coins can be accepted for a transaction. Since the amount exceeds this limit, we kindly suggest depositing the coins at your bank and using an alternate payment method like cash / card / UPI for your purchase at Kalyan Jewellers. We appreciate your understanding.

Payment Mode:

Payment Mode

Customer enquiries about accepted modes of payment such as cash, debit/credit cards, UPI, net banking, and financing options at Kalyan Jewellers stores.

Queries:

1. Customer is asking if she can purchase jewel for above 5 lakhs using cash ?

As per payment regulations, you can pay ₹2 lakhs in cash, ₹1 lakh through UPI, ₹1 lakh by card(RBI approved debit & credit cards) , and the remaining amount through cheque or online bank transfer.

2. What is the GST for gold jewellery?

Overall, 3% applicable on all bills

3. What are the documents to be brought for purchasing gold jewels?

Valid ID Proof (Aadhar Card, PAN Card) and registered mobile number

4. Customer is asking if there are any EMI options available ?

Thank you for your enquiry. Currently, Kalyan Jewellers does not offer EMI options on jewellery purchases. For flexible payment choices, you may explore our advance booking or gold scheme options available at the store

5. Is Credit card / Debit card accepted for purchasing jewels?

Yes, it is accepted

6. Can a customer buy jewels using Bajaj EMI card?

I'm sorry, but purchases at Kalyan Jewellers cannot be made using a Bajaj EMI card. We currently do not support EMI options through Bajaj Finance.

7. Customer paid for 3 months and now want to drop. Asking if he can go and purchase gold for that amount ?

Thank you for reaching out. If the customer wishes to drop the scheme after 3 months, the scheme benefits will not be applicable. However, gold can be purchased based on the accumulated weight. Please note, this option is available only after completing 6 months in the scheme

8. Customer made a transaction for scheme but transaction failed and amount got debited from his bank account ?

We understand your concern. If the transaction failed but the amount has been debited, we request you to wait for 3–5 working days. The amount will usually be auto-credited back to your bank account during this period

9. Customer called and enquired if American Express card will be accepted at mini kalyan for scheme payment ?

Thank you for your query. Currently, American Express cards are not accepted at Mini Kalyan stores for scheme payments. However, you may visit the main Kalyan store, where all major cards, including American Express, are accepted

Regional Price Variation:

Regional Price Variation

Queries:

1. Silver charge is high at Noida and low at Tamilnadu. Customer is asking why there is big difference in amount ?

Silver jewellery pricing may vary across regions due to differences in making charges, local taxes, and other operational factors. Each state has its own pricing structure based on these elements

Store contact request:

Store contact request

Queries:

1. Customer asking Showroom number to talk to a particular employee ?

I understand you'd like to speak with a particular staff member. However, as per policy, we can only share the store's official contact number, not individual employee contact details. You may call the store and they will assist you accordingly

2. Family members of KJ sales agent called and said relative has passed away. But couldn't reach the sales agent number at store ?

I am truly sorry to hear about the loss. As a customer care team, we don't have direct access to personal contact details of our store staff. I request you to kindly reach out to the concerned Kalyan Jewellers store directly through the store landline number.

3. Bank person called from Karnataka and asked for store sales agent details from Delhi. Sales agent has taken personal loan of 5 lakhs and given secondary number as customer care number. Could not reach him ?

I understand your concern. However, as per our company policy, I cannot share any store staff's personal or contact details. I suggest contacting the concerned person personally. This is a centralized customer care number meant specifically for customer-related queries and support

Store Locator:

Store Locator

Assistance in locating the nearest Kalyan Jewellers showroom.

Queries:

1. Customer is asking for address / location of particular branch. ?

check the NAS server and share the verified details.

Gun Shot:

Gun Shot

Customer enquiries about ear or nose piercing services done using the gunshot method, which is a quick, hygienic, and safe piercing technique offered at select Kalyan Jewellers stores.

Queries:

1. Customer enquires about gunshot availability at particular store?

Yes, ear and nose piercing using the gunshot method is available at all Kalyan Jewellers showrooms. Cost would be Rs.350.

2. Is multiple ear piercing available at kalyan Jewellers?

Multiple ear-piercing services are not available at Kalyan Jewellers. We currently offer only basic ear piercing. Thank you for your understanding

3. Is ear piercing available for 11 months baby?

Thank you for your enquiry. We regret to inform you that ear piercing is not available for babies below 1 year of age. The minimum age requirement is 1 year, in line with our safety and hygiene guidelines.

Goldsmith:

Goldsmith

Customer enquiries about the availability of an in-house goldsmith for services like resizing, repair, or custom work at the store.

Queries:

1. Customer is asking if goldsmith is available ?

Let me check with the respective store regarding the availability of the goldsmith.
I'll arrange a callback for you with the update shortly.

2. Customer is asking for goldsmith availability. He wants manual ear piercing for his kid and not gun shot ?

Let me check with the respective store regarding the availability of the goldsmith.
I'll arrange a callback for you with the update shortly. Ear piercing is done at the minimum age of 1.

Working Hours:

Working Hours

Enquiries about daily opening and closing timings of specific branches.

Queries:

1. Customer is asking for Store Timings ?

- Tamil Nadu – 10.00 am till 09.00 pm
- Kerala – 10.00 am till 08.00 pm
- Karnataka – 10.00 am till 09.00 pm
- Andhra – 10.00 am till 09.00 pm
- Telangana – 10.00 am till 09.00 pm
- North - 11.00 am till 09.00 pm

(Inform that by 08.45 pm, shutters will be closed)

Job / Career Enquiry:

Job / Career Enquiry

Customers seeking information about job openings, hiring process, or internship opportunities.

Queries:

1. Model agency person called and enquired if KJ needs model for shooting ?


Thank you for your interest in collaborating with Kalyan Jewellers. For modelling or photoshoot-related opportunities, I request you to kindly share your portfolio and details by writing to customercare@kalyanjewellers.net. The concerned team will review and get in touch if required.

2. Is there a job vacancy in particular location?

Thank you for your interest in joining Kalyan Jewellers. For information regarding current job openings in your preferred location, I request you to send your resume and query to careers@kalyanjewellers.net

llers.net. Our HR team will get in touch if there's a suitable opportunity.

3. How to apply for job at KJ?

Thank you for your interest in working with Kalyan Jewellers. To apply for a job, please email your resume to  careers@kalyanjewellers.net. Our recruitment team will review your profile and connect with you if there's a suitable opening

Franchise/BusinessEnquiry:

Franchise / Business Enquiry

Business-related queries about partnership, dealership, or franchise opportunities with Kalyan Jewellers.

Queries:

1. A person called and said he wanted to start Franchise Store. Asked for details ?

Thank you for your interest in starting a franchise with Kalyan Jewellers. For all franchise-related enquiries, I kindly request you to send an email to franchise.enquiry@kalyanjewellers.net with your details or visit kalyanjewellers.net/franchising.php Fill the form and submit. Our concerned team will get in touch with you at the earliest.

Matrimony:

Matrimony

Customers requesting guidance or collection options for wedding and bridal jewellery

Queries:

1. Received a call stating “we are calling from Kalyan matrimony”. Customer called and verified if the call is true ?

Thank you for checking with us. The official contact number for Kalyan Matrimony is **044-4014-6969**. If the call you received came from a different number, I recommend being cautious and not sharing any personal or financial details. For any matrimony-related queries, please reach out to their official helpline

2. Customer called and said he received a random call from kalyan matrimony and the person is asking to do payment. But customer didn't register at kalyan matrimony ?

Thank you for bringing this to our notice. Since you have not registered with them and the caller is asking for payment, I recommend that you do not share any personal or financial information. It could be a fraudulent call.

3. Customer asked how to login to kalyan Matrimony ?

Thank you for reaching out. For help with logging in to Kalyan Matrimony, I suggest contacting their official support team. You can reach them at 044-4014-6969, and they'll assist you with the login process and any other related queries

4. Customer has paid matrimony fee but no response from matrimony team ?

Thank you for bringing this to our attention. We sincerely regret the inconvenience. Kindly contact the official Kalyan Matrimony team at 044-4014 6969 for further assistance regarding your payment and status. They will help you with the necessary support

Gift Card / Voucher Enquiry

Gift Card / Voucher Enquiry

Queries related to gift cards—purchase, redemption, balance check, or terms of use.

1. Can I claim gold with IDFC Voucher?

Check the voucher's expiry date and basic details. To confirm its usage and offer applicability, ask customer to visit nearest Kalyan Jewellers showroom and check with the billing counter

2. Customer is asking if he can purchase Gift vouchers from kalyan for his employees ?

Yes, Kalyan Jewellers does offer gift vouchers for corporate or employee gifting. For bulk orders, I kindly request you to contact the store manager directly, who will assist you with the process and available options.

3. Customer received a spam call saying he has received marriage gift coupon from KJ and asking for his address and personal information ?

Thank you for informing us. Please note that Kalyan Jewellers never asks for personal or address details over unknown calls. This seems to be a spam or fraudulent call. I recommend not sharing any information and blocking the number. You can also report such incidents to your nearest store or email us at info@kalyanjewellers.net for further assistance.

4. Customer is having 156 rewards points from debit card. He wants to redeem at KJ. Asking if its possible ?

No, we will not do

5. Customer is asking how to claim KJ voucher?

To claim your Kalyan Jewellers voucher, please first check the expiry date mentioned on it. If the voucher is still valid, you can present it at the billing counter during your jewellery purchase at any of our stores. The team at the store will help you redeem it accordingly

6. Customer is having Rupay card with 2000 cash reward. He was informed that it shall be used at any jewelers. So, he called if he can use it at KJ?

Thank you for reaching out. While some Rupay cards offer rewards that can be used at jewellery stores, the acceptance depends on the specific terms and conditions of your card issuer. I recommend that you kindly check with the cash or billing counter at the nearby Kalyan Jewellers store for confirmation and guidance before making a purchase

7. Customer received a voucher from Candere. He is asking if he can redeem in KJ? Want to purchase gold coin ?

Thank you for checking with us. The voucher you received from Candere can only be redeemed on Candere's platform

8. Customer got a gift voucher 3 years back. Expiry date was exceeded. Is it possible to redeem now?

Thank you for reaching out. I truly appreciate your interest in using the gift voucher. However, since the expiry date has already passed, I'm sorry to inform you that it cannot be redeemed now as per our company policy.

9. Customer is having gold voucher in mail. Asking if it will be accepted at KJ?

Yes, the gold voucher received by email can be accepted at Kalyan Jewellers. However, the store team will verify the voucher details and validity at the time of redemption.

10. Customer called and said he is having a Candere voucher and asked if it can be exchanged at Offline Kalyan Store ?

Thank you for reaching out. Candere vouchers are valid only for purchases made through the Candere online platform and cannot be redeemed at Kalyan Jewellers offline stores.

11. Can I encash the gift voucher worth ₹2100 instead of using it to purchase a product?

The ₹2100 gift voucher cannot be encashed or converted to money. It can only be redeemed against product purchases as per the voucher terms.

12. Customer is asking if he can use multiple vouchers on a single gold purchase?

Thank you for your query. As per the current policy, multiple vouchers cannot be used for a single gold purchase. Only one voucher can be applied per transaction

13. Customer is asking if he can redeem the swiggy instamart gift voucher online ?

Thank you for reaching out. The Swiggy Instamart gift voucher cannot be redeemed online. It is valid for use only at our physical store locations. I recommend visiting the nearest Kalyan Jewellers store for assistance with redemption.

14. Is there any minimum limit of gold purchase on swiggy instamart for getting swiggy instamart voucher ?

The Swiggy Instamart gift voucher is applicable on Rakhi purchases as part of the ongoing offer. There is no minimum purchase value required. Please ensure your purchase falls under the eligible category to avail the benefit

15. The customer would like to understand why the specific condition stating that '₹2100 will be reduced on VADD' is not explicitly mentioned in the Swiggy Instamart gift voucher. He is questioning why such important terms are not clearly detailed, especially when the voucher generally states it is applicable for gold, diamond, and platinum jewellery purchases ?

We understand your concern regarding the clarity of the Swiggy Instamart gift voucher terms. While the voucher highlights its applicability on gold, diamond, and platinum jewellery purchases, specific details like the deduction being applied on VADD are part of the internal billing process and may not always be printed explicitly on the voucher. However, all applicable terms and conditions are communicated through our promotional channels or can be clarified at the store during billing. We appreciate your feedback and will certainly pass it along to the concerned team to help improve clarity in future communications.

16.Customer received swiggy instamart Gift Voucher from Tamil nadu and wants to utilize at Bangalore. Asking if it's possible ?

Yes, the Swiggy Instamart Gift Voucher received in Tamil Nadu can be utilized at our Bangalore showrooms as well. Kindly carry the original voucher while visiting the store. The team will assist you with the redemption during your purchase.

17.Customer asked if gift vouchers will be issued for every purchase made using the same mobile number?

Thank you for your interest. Gift voucher issuance is system-driven and may vary with each transaction. While we encourage you to continue shopping with us, we are unable to guarantee voucher availability for every purchase made with the same mobile number.

Pre -Booking(wedding, anniversary, baby shower):

Pre - Booking (wedding, anniversary, baby shower)

Advance booking requests for jewellery needed for special events and celebrations.

Queries:

1. Is there advance booking facility available for jewels?

Yes, Kalyan Jewellers offers advance booking for jewellery. You can visit the nearest store to select your design and book it in advance by paying the required advance amount. Our store staff will assist you with the complete booking process.

Jewellery Maintenance

Jewellery Maintenance

Support related to polishing, resizing, repairs, or general upkeep of jewellery.

1. Customer has bought gold chain at KJ and now its cut. Is it possible to fix? Will there be additional cost for it?

Kalyan Jewellers provides lifetime maintenance support for jewellery purchased from us. Your gold chain can be repaired without any additional cost. Please visit the nearest showroom for assistance

2. Customer purchased jewel from other jewellery. Can he come to KJ and get it repaired?

Repairs for jewellery not purchased from Kalyan are taken up at the discretion of the store manager. I'll arrange a callback from the respective store to guide you on this

3. Is Silver jewellery repair being available at KJ? Should customer bring original bills ?

Yes, it is possible. If you have bills, you can carry to the store

4. Customer wanted to repair silver anklet bought from other jewellery. She is asking if it's possible ?

I understand your request. Repair of silver jewellery purchased from other jewellers is subject to inspection and approval by the store manager. I recommend visiting the nearest Kalyan Jewellers showroom so our team can assess the item and guide you accordingly

5. Customer is asking if insurance is available for gold jewellery at KJ?

Yes, Kalyan Jewellers provides 1-year insurance for gold jewellery. For further details and terms, I recommend contacting the nearest Kalyan store

6. Customer purchased jewel at KJ Tamilnadu store. Asking if he can repair at Bangalore ?

Yes, jewellery purchased from any Kalyan Jewellers store, including Tamil Nadu, can be repaired at our Bangalore store as well. We offer lifetime maintenance across all our branches. Please visit our Bangalore store and they will be happy to assist you with the repair

Donation

Donation

- 1. Student from St.Joseph called and asking for donation from KJ. It is for social welfare activity ?**

Thank you for reaching out. For donation or sponsorship-related requests, I kindly request you to send a detailed email to **customercare@kalyanjewellers.net**. Please make sure to include all relevant information about the event or activity, along with any official documentation. The concerned team will review and get back to you if required

- 2.Student from Madras Christian College called and asking for donation from KJ. It is for social welfare activity ?**

Thank you for reaching out. For donation or sponsorship-related requests, I kindly request you to send a detailed email to **customercare@kalyanjewellers.net** (or) **info@kalyanjewellers.net** Please make sure to include all relevant information about the event or activity, along with any official documentation. The concerned team will review and get back to you if required

Customer Complaint queries

Customer Complaint

Customers raising concerns or dissatisfaction regarding product, service, or staff behavior.

1. **Customer has paid for 10 months scheme and received a call from Madurai store to purchase gold jewellery. So, customer went and customized a gold chain. Customer called to store number multiple times to check the status but no response from store. So, he called customer care and asking for refund and to cancel the order. ?**

I am really sorry you haven't received an update from the store. Since this involves a scheme redemption and a custom-made order, cancellation and refunds need to be handled directly by the store team. I'll escalate this right away and arrange for someone from the Madurai showroom to call you with a resolution as soon as possible.

2. **Customer called and complained that store didn't inform the difference between 18 and 22 carat gold jewellery and sold 18 carats to him. Now he wants to send this message to brand ambassador Actor Prabhu ?**

I sincerely apologize if there was any confusion regarding the carat of the jewellery. Actor Prabhu is our brand ambassador, but he's not directly involved in product or service operations. I'll escalate your concern to the relevant team and ensure the store gets in touch with you to clarify and resolve this at the earliest

- 3. Customer complained about store. She purchased thali Chain (64gms) but chain has broken twice in 3 years. When went to shop for replacement, they assured to do and took back the chain with them for 19 days. Now store people called and said they can't do anything. Asked to go for exchange. She complained about the quality of jewel and irresponsible behavior of store ?**

I sincerely regret the inconvenience you've faced. I understand your concern regarding both the product quality and store response. I will escalate this to the concerned team with complete details, and you will receive a callback from the store or escalation desk at the earliest

- 4. One year ago, customer purchased gold chain from KJ using scheme. Its broken thrice and now wanted to file a complaint against KJ ?**

I'm really sorry to hear that you've faced repeated issues with your chain. I will escalate your concern to our quality and service team for further review. You will receive a callback from the concerned department shortly

- 5. Customer is complaining on billing issue, saying extra charges was put in bill for diamond ring. Went to store but no response, so called and asking to raise a complaint ?**

I am sorry to hear about your experience. I will raise a formal complaint regarding the billing concern for your diamond ring. Our team will review the invoice details and the store will get back to you with a resolution at the earliest. Please allow us some time while I escalate this for you.

- 6. Customer didn't receive softcopy of bills to mobile number / email?**

You will surely receive the softcopy of the bill to your registered email ID and mobile number. If not received yet, please send a request to info@kalyanjewellers.net with your purchase details, and the team will assist you further.

- 7. Customer called and shouted that marketing team is continuously calling and asking to purchase jewel. ?**

I sincerely apologize for the inconvenience caused by repeated marketing calls. I will immediately escalate to the concerned team and ensure that you are not disturbed again. Thank you for bringing this to our attention

- 8. Customer called and said that he is receiving birthday wish but he didn't register his mobile number to kalia ?**

Thank you for informing us. I sincerely apologize if you received any message without your consent. I will forward your number to our team for verification and check if it was registered by mistake. I appreciate your understanding

- 9. Customer called and said Flex board is fixed at his place. Now he wants to move it to certain distance. Contractor has given only 9 numbers, so he could not make a call ?**

Thank you for bringing this to our notice. Since the contractor's contact number is incomplete and you're unable to reach them, I suggest you visit the nearby Kalyan Jewellers store. The store team will assist you with the correct contact details or help coordinate the relocation of the flex board

- 10. Customer is complaining that he and his family was not treated good at store ?**

I sincerely apologize for the experience you and your family had at our store. This is not the level of service we aim to provide at Kalyan Jewellers. Kindly share your contact details and store location so I can have the concerned team reach out to you at the earliest.

- 11. Customer called and enquired about “my kalyan” at mettupalayam and was guided with address from website. Once he visits, shop wasn’t there. He called back and raised complaint for misleded information ?**

I am extremely sorry for the inconvenience caused due to the incorrect store information. I understand your frustration and will inform this immediately to have the details verified and corrected.

- 12. Customer called and complained about marketing agent. Marketing agent took 3 months scheme amount and relieved from job. Didn’t update in ledger ?**

I’m really sorry to hear about your experience. I truly regret the inconvenience caused. Please visit the nearest Kalyan Jewellers showroom with any proof of payment or communication you may have. Our team at the store will verify the details and assist you further. I will also ensure this is escalated to the concerned team for necessary action

- 13. Customer called and shouted that he got a gunshot yesterday but hole was small. He is very angry, shouted about the store and gunshot person. ?**

I sincerely regret to hear about your experience. Your feedback is taken very seriously, and I understand the concern you've raised. I will be forwarding the details to the relevant store. Thank you for bringing this to our attention

- 14. Customer enquired why KJ need 3 working days for bank transaction process ?**

Thank you for your query. The 3 working days timeline is due to standard banking procedures and internal verification processes to ensure secure and accurate transactions. I understand the urgency, but this timeline helps avoid any discrepancies or delays in processing. I appreciate your patience and understanding

15. Staff at store is not explaining the scheme details properly. So called customer care and complained about it ?

I am really sorry to hear about your experience at the store. Your feedback is important to us and I will definitely share this with the concerned store. Meanwhile, if you'd like, I can help explain the scheme details over this call

16. Customer is complaining there is no IGI logo in diamond certificate ?

I understand your concern regarding the IGI logo on the diamond certificate. At Kalyan Jewellers, certificates are issued by authorized and recognized gemmological laboratories, and the format may vary depending on the lab. I recommend visiting the store with your certificate so our team can verify its authenticity and explain the details for your assurance

17.Ex – sales employee of KJ called and complained about Salem Store BH that store is delaying job and selecting freshers. No proper response ?

Thank you for sharing your concern. I understand your feedback. However, this is the central customer care line and recruitment or internal store-related matters are handled directly by the respective departments / store. You may also write at customercare@kalyanjewellers.net with complete details

18. Customer was asking in harsh way why he wanted to share his personal details before addressing his query ?

I understand your concern, sir. We ask for certain details only to verify your identity and ensure we're discussing your account or issue securely. This is to protect your privacy and provide accurate support

19. Customer complained that his scheme was matured and he purchased a jewel by paying an additional ₹17,000, but the bill was given only for ₹15,000. He was told to pay ₹190 to join a new scheme, but it seems the remaining ₹2,000 was used for that without informing me. Why wasn't he billed for the full amount and why was the ₹2,000 adjusted without his consent?

Thank you for bringing this matter to our attention. As per standard procedure, all amounts collected should be duly reflected in the invoice, and any enrolment into a scheme must be clearly communicated to the customer. We kindly suggest reaching

out to the respective store team for a detailed clarification regarding the ₹2,000 adjustment and the discrepancy in the billing amount

20.Customer complained that fake commitment has be given saying that benefits is applicable even after delayed scheme monthly payment at Karur Store ?

We regret the inconvenience caused. Scheme benefits are applicable only when monthly payments are made on or before the due dates. However, we will escalate your concern regarding the commitment made at the Karur store to the relevant team. A callback will be arranged shortly to address this further. Thank you for bringing this to our notice

21Customer complained for giving tissue box as token of gift for purchasing diamond jewellery at LULU mall, Trivandrum location. She is very upset and asking why insulting by giving tissues and asking for callback from store ?

We sincerely apologize for your experience at our Lulu Mall, Trivandrum showroom. We truly value our customers and regret that the gift provided did not meet your expectations. Your feedback has been noted. We will arrange a callback at the earliest to address your concerns directly. Thank you for bringing this to our attention.

Gold LoanQueries:

Gold Loan

Queries:

1. Customer called and asked if there is possibility for gold loan at KJ?

Thank you for your enquiry. We regret to inform you that gold loan facilities are not available at Kalyan Jewellers. For any further assistance or services, feel free to visit your nearest store.

Jewel Insurance:

1.Customer called and said jewel is theft. Asking if insurance is available?

We're sorry to hear about the incident. For assistance regarding insurance or any related support, we kindly request you to visit the Kalyan Jewellers store where jewel is purchased. The team there will guide you with the available options and necessary process.