# Gold Vault
# FAQs
JEWELLER_LEGAL_NAME

Updated Date: EFFECTIVE_DATE
Updated by: JEWELLER_LEGAL_NAME, ("Jeweller", "We", "Us", "Our")

---

## 1. What is Gold Vault?

A digital way to buy & store gold using our app. Redeemable ONLY against jewellery at JEWELLER_LEGAL_NAME.

---

## 2. Who can Join?

An Indian residents, 15+ years, with valid KYC.

---

## 3. What about Gold Purchase, Payment & Refund?

Send the booking order and pay via UPI only. Min purchase: ■100. No upper limit (subject to laws). Upon confirmation of the payment your booking will be approved and gold weight will be credited to your account.
No cancellation after purchase. Refunds only for failed/duplicate payments.

---

## 4. What is Wallet Balance & Redemption?

Gold credited in grams after payment confirmation of the booking order. Min 1 gm needed for redemption. Request 1 day in advance. Pickup at the shop only (during working hours). No cash-out / transfer.

---

## 5. How to contact for support or queries?

You can raise queries through the App at any time. Queries will be addressed by the Jeweller's support team during store working hours. You can also contact support via the phone number during shop working hours.

JEWELLER_LEGAL_NAME
JEWELLER_ADDRESS
JEWELLER_MOBILENO
JEWELLER_EMAIL