

# Terms & Conditions of Gold Vault By [Jeweller's Legal Name]

**Effective Date:** [Insert Date]

**Issued by:** [Jeweller's Legal Name], ("Jeweller", "We", "Us", "Our")

These Terms & Conditions ("Terms") govern the use of the **Gold Vault A Wallet** platform operated by the Jeweller, which enables registered customers ("User", "You", "Your") to digitally purchase, accumulate, and redeem gold through the mobile application ("App"). By registering, accessing, or using the Gold Vault, You agree to be bound by these Terms.

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## 1. Eligibility

1.1 The Gold Vault facility is available only to:

- Individuals who are Indian residents above the age of 18 years; and
- Who complete registration and provide valid **Know Your Customer (KYC)** details as required under applicable laws.

1.2 The Jeweller reserves the right to deny or suspend membership if the provided information is false, incomplete, or non-compliant with regulatory requirements.

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## 2. Registration & Membership

2.1 By signing up on the App, You become a registered member of the Gold Vault Club and a customer of the Jeweller.

2.2 You are responsible for maintaining confidentiality of Your login credentials and all activities carried out under Your account.

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### **3. Gold Purchase & Payment**

3.1 Users may purchase gold through the App using **Unified Payments Interface (UPI)** only.

3.2 A minimum purchase amount of **INR 100** is required. There is no upper limit, subject to applicable laws and Jeweller's acceptance.

3.3 Orders shall be processed only after successful confirmation of payment from the bank.

3.4 Users are advised to enter the **Transaction ID** in the App for faster reconciliation of payments.

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### **4. Wallet Balance & Redemption**

4.1 The purchased gold shall be credited to the User's Gold Wallet in grams (gms).

4.2 The Wallet balance can only be **redeemed against jewellery purchases at the Jeweller's physical store**.

4.3 Redemption shall require a minimum balance of **1.0000 gms of gold** in the Wallet. Balances below this threshold cannot be redeemed.

4.4 Users must raise a **withdrawal request at least one (1) day in advance** via the App before the intended redemption/delivery date.

4.5 Delivery and redemption shall be fulfilled only during the Jeweller's official store working hours. No **home delivery** or off-site service is provided.

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### **5. Restrictions**

5.1 The Wallet balance:

- **Cannot** be converted into cash;
- **Cannot** be transferred to any bank account;
- **Cannot** be transferred to another jeweller, individual, or platform;
- **Cannot** be exchanged for any loyalty rewards or equivalents.

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## 6. Gold Pricing & Valuation

6.1 The price of gold for purchases and redemptions shall be based on the prevailing gold rate determined by the Jeweller at the time of transaction.

6.2 Prices may vary from market or online bullion rates due to factors such as making charges, taxes, and business policies.

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## 7. Customer Support & Queries

7.1 Users may raise queries through the App at any time. Queries will be addressed by the Jeweller's support team during store working hours.

7.2 Users may also contact support via the phone number listed in the "Contact Us" section of the App.

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## 8. Risks & Disclaimers

8.1 Gold prices are subject to fluctuations due to market conditions. The Jeweller is **not liable** for any notional loss in the Wallet value arising from such fluctuations.

8.2 The Gold Vault is **not an investment product or financial scheme** but a digital facility to accumulate gold for jewellery redemption.

8.3 The Jeweller shall not be responsible for delays or failures caused by payment gateways, banking networks, internet connectivity, or force majeure events.

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## 9. Refunds & Cancellations

9.1 Once a gold purchase is successfully processed, **no cancellation or refund** shall be permitted.

9.2 Any mistaken or duplicate transactions must be reported immediately, and resolution will be at the sole discretion of the Jeweller.

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## **10. Limitation of Liability**

10.1 The Jeweller's liability is limited strictly to the quantity of gold credited in the User's Wallet.

10.2 The Jeweller shall not be liable for:

- Any indirect, incidental, or consequential losses;
  - Loss of profit or opportunity;
  - Errors caused by third-party systems (banks, UPI providers, etc.).
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## **11. Governing Law & Jurisdiction**

11.1 These Terms shall be governed by and construed in accordance with the **laws of India**.

11.2 Any disputes arising under these Terms shall be subject to the **exclusive jurisdiction of the courts at [Pune, Maharashtra]** where the Jeweller's principal place of business is located.

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## **12. Amendments**

12.1 The Jeweller reserves the right to amend, modify, or update these Terms at any time. Updated Terms shall be published in the App, and continued use of the Gold Vault shall constitute acceptance of the revised Terms.