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## TERMS & CONDITIONS

1. Only 18 carats gold jewellery Bens can only be exchanged once within 7 days from the time of purchase and provided the item is in exact condition and with invoice.
2. Advances against import of certified diamonds are non refundable
3. Certified diamonds or loose diamonds cannot be exchanged for gold jewellery.
4. No vat refund for invoices purchased in the past date, vat refund only available for current dated invoices. It is not possible to generate and claim vat for old or backdated invoices.
5. We are not responsible for any WhatsApp communications or agreement via messages with unauthorised persons working or not working with our company.
6. Jewellery can be Exchanged after deduction of making charge, stone weight & price valued at current gold price
7. Goods once sold, we are not liable for any breakage, damage or misplace of the jewellery, including (Diamonds, precious or semi - precious stones)
8. No Cash refund under any circumstances.
9. Special order require 50% advance payable & balance upon completion, & advances are non-refundable if e H order cancelied.
10. Jewellery sold with shop certificate " are with approximate values & characteristics, other/Srd party reports are not our responsibility.
11. For shopping grievances kindly email to info@diamondsdubal.se/evajewellers@outlook.com.
12. Valid customer photocopy and proof of tourist required for vat retund, company not responsible for old unclaimed or non collection of vat refund from airport at any circumstances.
13. If jewelery purchased with credit card, and if due to company mistake or fault, the refund for jewelery purchased with credit card will only be refunded in credit card, Items purchased with card will never be refunded with cash in any circumstances.
14. For any diamond order/import from out of country, full advance amount need to receive before order is placed.