

Terms & Conditions of sales of products by Birla Gold and Precious Metals Private Limited.

- 1) Any matter/claim/dispute arising out of the transaction will be subject to the Jurisdiction of Mumbai Courts only.
- 2) All request for further services or exchange of the products or complaints pertaining to the product should be accompanied with the Tax Invoice and valid photo identity of the person making such request/complaint.
- 3) Jewellery Sold by Birla Gold can be exchange at the same showroom for the product of the same value, provided :
 - a) Product is unused.
 - b) Product is in the same condition in which it was sold.
 - c) Product is returned within 30 days from the date of tax invoice.
 - d) Tax Invoice to be produced.
 - e) A photo identity of a person is produced.
 - f) The product is not tampered with or altered.
 - g) No request for cash back shall be entertained.
- 4) No Complaint will be entertained if :
 - a) The Jewellery is damaged by mishandling.
 - b) The Jewellery is altered or repaired by a person not authorized by Birla Gold.
- 5) Birla Gold not be liable or responsible for any indirect or consequential loss or damages.
- 6) If the payment made by cheque or Demand Draft, the delivery of the item purchases against the bill, will be made only after realization of the amount.