

No Questions Asked Refund Policy

If the customer wishes to return our product, he/she can do so within 14 days. We will ensure that the entire amount is refunded to the customer's account within 10 working days. Below mentioned conditions are applicable for refund.

If the customers do not like our product, he/ she can send the product back to us within 14days. We will make sure to refund the entire amount back to customer's account within 10 working days

Refund request can be done by informing our customer care team via email or call. We will send you a reverse packing kit, in which you need to pack the product as it was delivered to you and ship the product back to us at your own cost. Once the product is received and successfully undergoes the quality check, the refund shall be done

This refund is subject to quality confirmation by our skilled quality assurance team and on verification that the packaging of the same is complete with all the documents like insurance certificate, original invoice and product certificate.

Diamond and Precious Gem Jewelry

Diamond and precious gem jewelry purchased from our online store can be exchanged through online in GCC countries. Below are the terms and condition for the exchange:

Exchange done within 15 days:

- Diamond and precious gem jewelry purchased from Alahas Diamante online store in the GCC can be exchanged within 15 days from the invoice date against diamond and precious gem jewelry

only without any loss in value. Only one such exchange will be permitted against an invoice.

Exchange done After 15 days:

- Against Diamond and Precious Gem Jewelry:

In case of exchange with diamond and precious gem jewelry after 15 days, the price calculation for the returning item will be either (a) 80% of the total invoice value or (b) 100% of the prevailing gold price + 80% of prevailing diamond price, whichever (a or b) is higher.

- Against Gold Jewelry:

In case of exchange against gold jewelry, the valuation of returning stock would be either (a) 70% of the total invoice value or (b) 96% of the prevailing gold value + 70% of the prevailing diamond price, whichever (a or b) is higher.