



MANIRAYA CORPORATE LETTER
#22, Chiguru Chambers, PM Enclave
Near Mandovi Motors, Next to Yelahanka Mother Dairy
Yelahanka, Bengaluru – 560065

Date: _____

To, _____

Subject: _____

Dear Sir/Madam,

Terms & Conditions

Money Back, Buyback & Exchanges

- ❑ Customized (including personalized/engraved products) Jewellery is not eligible for a Moneyback, 30 Day Exchange or BuyBack. Only Life Time Exchange Policy applies.
- ❑ Once your returned item is received our Quality Assurance department will review the returned item.
- ❑ Any item that shows the sign of wear or have been altered, resized (by a Jewellery other than the company), or damaged cannot be accepted for 30 days money back.
- ❑ Product should be accompanied with Original Product Certificate and Original/Copy of Invoice for all exchange within the 30 Day Money Back period.
- ❑ In case the customer cannot produce the original certificate, the company will send the solitaire/jewelry to the Lab for recertification. The shipping and certification cost shall be borne by the customer.
- ❑ The money back amount will be 100% of actual amount paid. In case, any Coupon, Discount or Promo Codes were used during the original purchase, the exchange amount will be reduced by an amount equivalent to the Coupon, Discount or Promo Codes, as applicable.
- ❑ In case, any Coupon, Discount or Promo Codes were used during the original purchase, the Buyback/exchange amount will be reduced by an amount equivalent to the Coupon, Discount or Promo Codes, as applicable.

☐ In case of a refund on 30 days Moneyback, payment of the refund amount shall be done by the way of an online bank transfer to the customer's bank account within the 10 days of receipt of product. If the mode of the payment is through online debit/credit cards/net banking, the refund will be processed by reversal of the previous transaction.

☐ In case the exchanged value is higher than the value of the old product, the customer will have to pay the difference between the new product chosen and the amount paid towards the old product. In case the exchanged value is lesser than the value of the old product, the difference will be held as a credit for future purchase.

☐ The prevailing market value will be determined by the company.

☐ This feature is not available for International Orders(Orders that will be shipped abroad from India).

☐ Company reserves the right to change the terms and conditions for specific customers . In such a situation, the customer will always be informed of the decision prior to the purchase. Resizing & Repairs.

☐ In the event you want to resize your ring, the company will resize the ring free of cost except in certain cases where resizing is not possible.

☐ If the resized ring costs more than the existing ring, the incremental cost shall be borne by the customer.

☐ If the resized ring costs less than the existing ring, the differential amount shall be refunded to the customer.

☐ In case of a refund, the payment of the balance refund amount shall be made by way of an online bank transfer within 10 days of dispatch of the resized product.

☐ If for some reasons, your product needs to be repaired, the company shall repair/replace the product for charges to be determined on a case to case basis.

☐ Shipping charges under Repairs & Resizing policy shall be borne by the customer.

☐ This feature is not available for International Orders(Orders that will be shipped abroad from India).

Thank you.

Yours faithfully,

For MANIRAYA ENTERPRISES

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Website: www.mpremium.in