

Shipping and Return Policy for Khyati Precious Gems Private Limited - Khyati Gems:

Shipping Policy:

At Khyati Gems, we are committed to providing a seamless shopping experience for our customers. Our shipping policy is designed to ensure the timely and secure delivery of your orders. Please find the details below:

Dispatch and Delivery:

- We process all orders within 1 working day of receiving them.
- We ship your order using reliable logistics partners to ensure prompt delivery.
- Deliveries within India are typically completed within 2 to 5 working days.
- For orders shipped to the United States and Canada, the delivery time is 7 to 9 working days.
- Please note that delivery times may be affected by unforeseen circumstances or external factors, which are beyond our control.

Shipping Destinations:

- We currently ship our products within India, the United States, Canada, and the United Arab Emirates (UAE).

Return Policy:

- We offer a 10-day exchange policy for our products.
- If you receive a damaged or defective item, please contact our customer support team within 10 days of receiving the order.
- We do not accept returns once the product has been delivered and the packaging has been opened, unless it is damaged or defective.
- To initiate an exchange, please provide our [customer support team](#) with the necessary details and evidence (such as photographs) of the damaged or defective product on email - info@khyatigems.com, khyatipreciousgems@gmail.com
- Once we have verified the issue, we will arrange for the exchange of the product.

Dispute Resolution:

- In the event of any disputes, they will be registered in Moradabad, Uttar Pradesh jurisdiction only.
- We will make every effort to resolve any issues or concerns in an amicable and fair manner.

If you have any further questions or require assistance, please do not hesitate to contact our [customer support team](#). We are here to ensure your satisfaction with your Khyati Gems purchase.