

Refund/Cancellation Policy for Khyati Precious Gems Private Limited - Khyati Gems

At Khyati Gems, we strive to provide the best products and services to our valued customers. We understand that there may be instances where you need to exchange or cancel your order. To ensure a smooth and hassle-free experience, we have implemented the following Refund/Cancellation Policy:

1. Exchange Policy:

We offer a 10-day exchange policy for products purchased from our website, khyatigems.com. The exchange period will be counted from the date the product is delivered to your address. If you wish to exchange your purchase, please contact our customer support team within 10 days of receiving the product.

2. Cancellation Policy:

We understand that circumstances may arise where you need to cancel your order. We provide our customers with a zero cancellation fee if the order is canceled within 24 hours of placing it on our website, khyatigems.com.

However, if the cancellation request is made after 24 hours or if the shipment has already been processed, a cancellation fee will be applicable. The cancellation fee will be 50% of the order value or Rs.1000, whichever is higher.

3. How to Cancel an Order:

To cancel an order, please write to us at info@khyatigems.com. Kindly mention your order details, including the order number and reason for cancellation. Our customer support team will assist you with the cancellation process.

4. Dispute Resolution:

In the event of any disputes or disagreements, all matters will be registered under the jurisdiction of Moradabad, Uttar Pradesh. We believe in fair and transparent resolution processes and will work towards resolving any issues in an amicable manner.

Please note that this Refund/Cancellation Policy applies only to purchases made on our website, khyatigems.com. For purchases made through other channels, please refer to the respective policies.

We value your trust and strive to provide you with the best experience possible. If you have any further questions or concerns regarding our Refund/Cancellation Policy, please feel free to reach out to us at info@khyatigems.com. Our dedicated customer support team will be happy to assist you.