

CaratWorld has 7 days No questions asked Exchange & Buyback Policy committed to ensuring your complete satisfaction with our products. However, in the event of not being satisfied with your order, you can choose to return it under certain conditions.

- The product is unused, not altered, customized or tampered with.
- The product is in the same condition in which it was received.
- The product is returned within 7 days of the date of purchase.
- The product is accompanied by the original invoice / receipt and certificate.
- The customer can exchange his purchase for a higher value product, the difference in amount will need to be reimbursed by the customer
- Customer can buy multiple products for the same value, the difference in amount should be paid by the customer.

LIFETIME EXCHANGE & BUYBACK POLICY	
DIAMOND JEWELLERY	
EXCHANGE: 100% of Gold / Platinum Value at prevailing market rate 100% of Diamond/ Gemstone Value at prevailing market rate	BUYBACK: 90% of Gold / Platinum Value at prevailing market rate 90% of Diamond/ Gemstone Value at prevailing market rate
SOLITAIRE DIAMOND JEWELLERY	
EXCHANGE: 100% of Gold / Platinum Value at prevailing market rate 100% of Diamond/ Gemstone Value at prevailing market rate & 90% of Solitaire Diamond value at prevailing market rate	BUYBACK: 90% of Gold / Platinum Value at prevailing market rate 90% of Diamond/ Gemstone Value at prevailing market rate 80% of Solitaire Diamond Value at prevailing market rate
PLAIN GOLD & PLATINUM JEWELLERY	
EXCHANGE: 100%	BUYBACK: 90%

Terms and conditions to the policies mentioned above: Valuations will be based on the current market value of the product (as per net weight of the metal and stone) and doesn't cover manufacturing charges and/or taxes. The prevailing market value of your jewellery will be determined by CaratWorld. The final valuation might be subject to change as per quality check, completed only after the product is received and tested by CaratWorld. The gold rate will be considered as is on the date of receipt of the product by CaratWorld. The value of any seasonal campaign / offer / discount / other promotions shall be deducted from the diamond value.

For exchange the new product value has to be higher than the old product and the difference will be paid by the customer. Only Precious gemstones like Blue Sapphire, Yellow Sapphire, Ruby and Emerald will be considered for exchange and buyback (as per the net weight of the metal and the total carat weight of the gemstones).

Synthetic / semi-precious colour stones, beads & pearls will be completely deducted in Exchange & Buyback

Payment from buy back will be only via bank transfer to the customer's bank account within a period of 10 working days, after quality check and valuation of the said product(s) is confirmed by the customer. Any item that shows signs of damage, wear and tear, alterations, resizing (by any jeweller other than CaratWorld) or mishandling leading to reduction in metal weight or stone weight as mentioned in the invoice shall be reduced from the final weight of metal and stones in valuation.

Bespoke Collection: At CaratWorld, we believe every story deserves its own sparkle. That's why we offer Bespoke Customisation — for those who seek something personal and timeless. From subtle adjustments to fully customised creations, we bring your vision to life with our signature craftsmanship.

Please note: As per our brand policy, customised jewellery is not eligible for cancellation, exchange, or buyback.

