

TERMS AND CONDITIONS OF DHUNNA JEWELLERS

RETURN AND EXCHANGE POLICY:

IN THIS RETURN AND EXCHANGE POLICY, THE EXPRESSIONS "WE", "US" AND "OUR" ARE A REFERENCE

TO DHUNNA JEWELLERS ABN 96 971 561 442 AND ACN 150 223 957.

1. OWNERSHIP OF THE JEWELLERY GOODS DOES NOT PASS UNTIL THE FULL PAYMENT IS MADE AND ALL THE CHEQUES OR BANK TRANSFER FUNDS ARE CLEARED INTO OUR ACCOUNT.
2. GOLD JEWELLERY CANNOT BE RETURNED 24 HOURS AFTER THE POINT OF SALE. PLEASE CHOOSE CAREFULLY - NO REFUND IF YOU CHANGE YOUR MIND OR MAKE A WRONG DECISION.
3. FOR THE 'WITHIN 24 HOURS EXCHANGE FACILITY', IT IS IMPORTANT TO RETAIN THE PROOF OF PURCHASE. THE ITEM MUST NOT BE WORN FOR ANY OCCASION AND SHOULD REMAIN UNUSED, UNALTERED, AND IN THE SAME CONDITION AS YOU RECEIVED IT, IN ITS ORIGINAL PACKAGING AND CERTIFICATES, ALONG WITH THE PROOF OF PURCHASE FOR AN EXCHANGE ONLY. ALL EXCHANGE PRODUCTS ARE SUBJECT TO INSPECTION BY OUR QUALITY ASSURANCE TEAM BEFORE AN EXCHANGE IS PROCESSED. WE EXCHANGE THE SAME WAY THAT YOU INITIALLY PAID FOR YOUR ORDER.
4. SPECIAL ORDERS AND PIECES OF JEWELLERY HAND-MADE ACCORDING TO CUSTOMER SPECIFICATIONS ARE NOT ELIGIBLE FOR RETURN OR EXCHANGE. IF YOU RETURN OR EXCHANGE THE GOLD, WILL BE CALCULATED AT LESS.
 - 12% ON THE GOLD RATE.
 - THE COST OF MAKING CHARGES (LABOR) WILL BE FORFEITED.
5. ALL PURCHASED JEWELLERY OF PRECIOUS STONES, STUDDED AND PEARL JEWELLERY RETURNED WILL BE CALCULATED AT LESS THAN 45% OF THE PURCHASED PRICE ONLY. IT IS IMPORTANT TO CARRY THE PROOF OF PURCHASE.
6. NO RETURNS OR EXCHANGE ARE AVAILABLE FOR SILVER JEWELLERY AND THERE IS NO GUARANTEE OR WARRANTY FOR SILVER JEWELLERY AT ALL.
7. THERE IS NO GUARANTEE FOR PRECIOUS STONES, STUDDED, PEARL, AND RHODIUM JEWELLERY. MOSTLY STONE STARTS GETTING LOOSE OR GETTING MISSING DUE TO ROUGH USE. PLEASE BE CAREFUL WHILE WEARING THEM DUE TO THEIR GOLD SOFTNESS. DOING ANY HARD WORK WHILE WEARING PRECIOUS STONES, STUDDED, PEARL, AND RHODIUM JEWELLERY IS NOT RECOMMENDED.
8. NOSE PINS CANNOT BE REFUNDED OR EXCHANGED FOR HYGIENIC PURPOSES & SAFETY EVEN IF YOU BRING THEM BACK WITHIN 24 HOURS. EVEN IF YOU RECEIVED IT AS GIFT FROM THIRD PARTY.
9. EARRINGS CANNOT BE EXCHANGED FOR HYGIENIC PURPOSES OR REASONS EVEN IF YOU BRING THEM BACK WITHIN 24 HOURS. WE ARE HAPPY TO BUY THEM FROM YOU AGAIN BUT THE COST OF MAKING CHARGES (LABOR) WILL BE FORFEITED. A REFUND WILL BE GIVEN UPON INSPECTION OF THE GOODS. THIS ONLY APPLY TO EARRINGS.
10. 22KT IS ONE OF THE BEST QUALITY GOLD IN JEWELLERY, THEREFORE, IT IS A VERY SOFT METAL. SO PLEASE BE CAREFUL AND GENTLE WHILE WEARING THE JEWELLERY. ANY ADDITIONAL FORCE WHILE WEARING IT, MIGHT BREAK IT. PRECIOUS STONES, STUDDED, PEARL, AND RHODIUM JEWELLERY CANNOT BE REPAIRED BUT AGAIN WE ARE HAPPY TO LOOK AT THEIR CONDITION. IF THE ITEM IS IN REPAIRABLE CONDITION AFTER INSPECTION, THEN IT CAN BE DONE AT EXTRA REPAIR COST BUT THERE WILL BE NO GUARANTEE OR WARRANTY FOR IT.
11. AFTER PLACING THE CUSTOMISED ORDER, DHUNNA JEWELLERS WILL TRY THEIR BEST TO DELIVER THE GOODS ON THE TIME OF THEIR CUSTOMER. THERE IS NO BENEFIT TO US FOR HOLDING THE GOODS FOR LONGER PERIOD. SOMETIMES DELAY IN CUSTOMISED ORDER MAY HAPPEN DUE TO UNFORESEEN CIRCUMSTANCES. ALL THE ORDER WILL BE PLACED TO THE CRAFTSMAN WORKSHOP ON THE SAME DAY. THE APPROX GRAMS CAN BE CHANGED DUE TO HANDMADE AS YOU CANNOT EXPECT THE JEWELLERY ON THE ACTUAL SPECIFIED DESIRED WEIGHT AND EXACT DESIGN. JEWELLERY WEIGHT FOR CUSTOMISED ORDERS CAN BE UP OR DOWN.
12. PLEASE MAKE THE VIDEO OF YOUR SHIPMENT WHILE OPENING IT. TO MAKE SURE THAT PRODUCT SHOULD BE IN THE SAME CONDITION.
13. WE WILL INFORM YOU UPON COMPLETION OF YOUR CUSTOMISED JEWELLERY ORDER. WE WOULD REQUEST YOU TO PICK IT UP WITHIN NEXT 10 DAYS FROM THE DAY YOU ARE INFORMED. IN CASE YOU FAIL TO DO SO, WE RESERVE THE RIGHTS TO ADJUST THE BILLING WITH CURRENT MARKET PRICE RATE ON THE DAY YOU WILL COME TO PICK UP OR THE TIME THE ORDER WAS PLACED, WHICHEVER IS HIGHER. DHUNNA JEWELLERS WILL NOT BEAR THE LOSS DUE TO GOLD PRICE FLUCTUATION.
14. IN CONFLICT WITH ANY OTHER RIGHTS PROVIDED FOR BY STATE LEGISLATION OR THE AUSTRALIAN COMPETITION & CONSUMER COMMISSION (ACCC). WHEREVER APPLICABLE, WE WILL MEET OUR OBLIGATION TO PROVIDE A REMEDY UNDER AUSTRALIAN CONSUMER LAW. FULL DETAILS OF YOUR CONSUMER RIGHTS MAY BE FOUND AT WWW.CONSUMERLAW.GOV.AU
15. WE RESERVE THE RIGHT TO ALTER AND CHANGE THE TERMS AND CONDITIONS. ANY CHANGES TO THE TERMS AND CONDITIONS WILL BE EFFECTIVE IMMEDIATELY. IT WILL BE YOUR RESPONSIBILITY TO BE AWARE OF THE CHANGES TO THE TERMS AND CONDITIONS FOR ANY CONTINUED USE.

NOTE: WE SHALL NOT ENTERTAIN ANY REQUEST AFTER 24 HOURS FROM THE DATE OF RECEIPT OF THE PRODUCT.