

Conditions Of Service Repair

Last updated: April 2025

This document outlines the terms and conditions governing after-sales service and repairs provided by JE INSPI. We may modify these Service Repair Conditions periodically. The most current version will always be available on the JE INSPI website. Any updated version of these Conditions of Service will take effect immediately upon posting and will govern any service requests made from that date forward. Changes to these conditions after you have placed a service order will not affect that order, except where required by law.

About JE INSPI

SHREEJI GEMS Zweigniederlassung Österreich ("JE INSPI," "we," "us," and "our"), located at Promenade 23, 4020, Linz, Austria, is the entity that will provide the services to you. JE INSPI owns and edits the Platforms pursuant to the Terms of Use, and is responsible for information collection practices according to the Privacy Policy and the Cookie Policy. By placing a Service Order, you agree to be bound by the Terms of Use, Privacy Policy, and Cookie Policy, the terms of which are incorporated into these Conditions of Service.

These Service Repair Conditions apply to any after-sales services, including repairs and complimentary services ("Services"), requested from JE INSPI through any channel, such as: service portal of the JE INSPI website (www.je-inspi.com), contacting JE INSPI client support, or visiting a JE INSPI store or authorized dealer. The provided information shall be true, accurate and not misleading, as it will be used as a reference for the Services.

These Conditions of Service Repair are important and should be read thoroughly, as they are applicable to all Services and Service Orders placed. Acceptance of these Conditions of Service Repair is mandatory before placing a Service Order. If you do not agree to these Conditions of Service Repair, you are prohibited from ordering Services through the Service Channels.

Preamble

These Conditions of Service Repair (hereinafter referred to as "Conditions") delineate the terms and conditions governing the provision of after-sales services, including repairs and complimentary services ("Services") by JE INSPI to its clientele. It is crucial to understand that these Conditions constitute a legally binding agreement between the customer seeking such Services and JE INSPI. The customer is strongly advised to meticulously review these Conditions prior to engaging any Service, as the submission of a Service request shall be interpreted as an unequivocal acceptance of these Conditions in their entirety. Should the customer not accede to these Conditions, they shall be precluded from availing themselves of the Services offered by JE INSPI.

Legal Eligibility for Service Orders

JE INSPI will only accept Service Orders from individuals (and not legal entities) who:

- (a) Have reached the legal age of majority required to enter into contracts in their EU member state of residence;
- (b) Possess the legal capacity to enter into binding contractual agreements; and
- (c) Have a valid shipping address within any EU member state.

If you are a minor or otherwise lack the legal capacity to enter into a contract in your EU member state of residence, a parent or legal guardian must place the Service Order on your behalf and agree to these Service Repair Conditions.

By placing a Service Order, you confirm that you are an end-user customer acting for personal use and will not use, deliver, sell, or market the Services for commercial purposes. JE INSPI reserves the right to refuse any Service Order if the Service is unavailable or if we reasonably believe the order violates these Service Repair Conditions.

Eligibility for Services is at the sole discretion of JE INSPI. Only genuine JE INSPI products are eligible for Services hereunder.

Scope of Services

The Services provided by JE INSPI under these conditions include:

- Complimentary free services (subject to eligibility)
- Jewelry repair services
- Watch repair services

Complimentary Free Services

Eligibility:

JE INSPI extends complimentary free services for a duration of five (5) years from the original date of purchase, subject to a limitation of the first five (5) service events per individual product.

Covered Services:

The complimentary services covered include comprehensive product inspection, professional shining and polishing, meticulous cleaning, diligent stone and prong setting maintenance, and the application of rhodium plating (limited exclusively to silver items with a white color finish).

Conditions and Exclusions:

It is imperative to note that the complimentary service period shall definitively conclude upon the occurrence of either the completion of the first five (5) service events or the lapse of five (5) years from the purchase date, whichever transpires first. Any and all modifications, alterations, or resizing of JE INSPI products shall result in the immediate and irrevocable voidance of the complimentary free service agreement. Services explicitly excluded from the purview of complimentary offerings include, but are not limited to, resizing, engraving, and any alterations to the original design of the product.

Procedure for Accessing Complimentary Services:

To initiate a request for complimentary free services, the customer must submit a formal service request through the designated JE INSPI service portal, providing all requisite details pertaining to the service required. For products originally purchased at a JE INSPI retail store, the customer is obligated to seek complimentary services exclusively at the original point of sale. In the case of online purchases, the customer shall bear the sole responsibility for all costs and risks associated with the shipment of the product to the designated JE INSPI Linz address, including but not limited to shipping fees, insurance premiums, and any potential loss or damage incurred during transit.

Jewelry Repair Services

Eligibility:

JE INSPI offers a range of jewelry repair services, although the scope of available services may vary by store or dealer. These services may include professional shining and polishing, meticulous cleaning, engraving (service availability is subject to variation), cord replacement, modifications to the original design, clasp repair and/or replacement, resizing, rhodium plating (limited exclusively to silver items with a white color finish), and stone and prong setting maintenance.

Conditions:

It is important to understand that jewelry repair services are subject to the imposition of fees unless the product in question fulfills the eligibility criteria for complimentary free services as articulated in above Section. Furthermore, it is hereby expressly stipulated that resizing, engraving, and any alterations to the original design of the product shall result in the irrevocable forfeiture of any remaining eligibility for complimentary free services.

Watch Repair Services

The watch repair services offered by JE INSPI encompass battery replacement, cleaning and polishing of metal components, and general check-ups and diagnostic assessments. However, customers should be aware that service availability and specific offerings are not uniform across all JE INSPI store dealers. Each dealer establishes their own service criteria and may offer a distinct selection of watch repair options.

Procedure for Submitting Service Requests

To initiate a request for complimentary free services, the customer is required to submit a formal service request through the JE INSPI service portal, providing a comprehensive and accurate account of the service sought. For all other repair services, the customer may initiate a service request by visiting a JE INSPI retail store or by contacting JE INSPI customer service directly.

Shipping your product

Please adequately package your product with all due care and taking into consideration the value thereof. Once your packaging is ready, please contact the carrier of your choice for shipping to the designated address. JE INSPI declines any and all responsibility for any damage, destruction, loss or theft of your product during transport, and any of which, should it occur, shall be under your own responsibility. For security reasons, the package boxes should be unbranded. You must keep a proof of shipment. Only products received by the JE INSPI will be eligible for the Service, in accordance with these Conditions of Service.

Service Item Evaluation

When a customer consigns a product to JE INSPI for service, it is understood and agreed that JE INSPI is authorized to disassemble the product and conduct an examination to ascertain the scope of necessary repairs. Following this evaluation procedure, JE INSPI shall furnish the customer with a proposed estimate of the costs associated with the required services (hereinafter referred to as "the Service Estimate").

Upon receipt of a product, JE INSPI will initially verify that the item is eligible for service under these Conditions. Subsequently, a technical evaluation of the product will be performed to determine the requisite services, consistent with the information provided in the service pre-registration. The resulting Service Estimate will be communicated to the customer through the designated service channels.

The customer acknowledges that, to facilitate an accurate analysis, the product may be transferred to the facilities of JE INSPI's manufacturer, SHREEJI GEMS. In such instances, the customer will be informed of any additional costs related to this transfer, and it is recognized that the overall service timeline may be extended. JE INSPI will endeavor to provide reasonable

updates regarding the progress of the service. The customer may be required to furnish supplementary documentation to comply with export regulations. If the customer fails to supply the necessary export documents, the product will be returned to them. By submitting a product for service, the customer also affirms that the product was originally imported into their country of residence in accordance with all pertinent legal requirements.

Service Estimate

If the product qualifies for the requested Services, the customer will be furnished with a Service Estimate through the designated Service Channels for their review and approval.

The Service Estimate will remain valid for the period specified therein. If the customer does not provide acceptance within the stipulated timeframe, the Service Estimate shall become void. In such a case, or if the customer declines the Service Estimate, JE INSPI will not proceed with any repair work and will return the product to the customer at their provided shipping address, in an unrepaired state. If the Service Estimate is not approved by the customer, the product will be dispatched back to them, with the customer assuming all costs and liability for the return shipping.

The Service Estimate will detail the proposed service fees for each service, differentiating between required and optional services. Customers are encouraged to carefully examine all particulars of the Service Estimate and these Conditions of Service prior to confirming the Service Estimate and submitting their Service Order through the Service Channels.

All Service Estimate prices are quoted in EURO, inclusive of all applicable taxes, including VAT, and cover shipping costs for both the delivery of the product to JE INSPI and its return to the customer.

Confirmation of the Service Estimate by the customer through any Service Channel signifies the customer's irrevocable agreement to the performance of the Services by JE INSPI, subject to these Conditions of Service, and establishes a binding contract that obligates the customer to remit the total amount due for the specified Services.

Should JE INSPI, for technical reasons, determine during the service process that the repair costs will exceed the approved estimate, a revised estimate will be submitted to the customer for their approval or rejection.

By authorizing JE INSPI to proceed with the Service, the customer commits to settle the repair charges, up to the amount of the validated Service Estimate, excluding any instances of complimentary service as defined by JE INSPI.

Service Costs and Payment

The costs associated with repair services shall vary depending on the specific product and the nature of the service required, including the cost of any necessary replacement parts and labor charges. The customer shall be duly notified of the applicable costs prior to the commencement of any service work. The customer shall bear sole responsibility for all expenses and risks associated with the transportation of the product, including but not limited to shipping fees, courier charges, customs duties, insurance costs, and any potential loss or damage incurred during transit, regardless of service eligibility, including products qualifying for complimentary free service, for both inbound and outbound product transportation.

Payment Terms

JE INSPI accepts the payment methods specified during the order process through the Service Channels. Depending on the payment method chosen, supplemental information, potentially including specific identification, may be required from the customer. The customer is responsible for remitting the full amount detailed in the Service Estimate, clearly referencing the Service Order number with their payment. JE INSPI will initiate the shipment or delivery of the serviced product only upon the receipt of full payment. In instances where the Service Estimate is not approved and the product is to be returned without any services rendered, the customer is obligated to cover all shipping and insurance costs, as well as any other transit-related expenses, for both the initial delivery to JE INSPI and the subsequent return.

Customers should refrain from transmitting credit card details via email, postal mail, or any other written communication medium when placing Service Orders. All payment card transactions are subject to verification and authorization by the card issuer. If the customer's card issuer declines payment authorization, the customer must resolve the issue directly with their card issuer. Similarly, alternative payment methods may also be subject to validation and authorization procedures by the respective payment system providers.

The customer expressly grants JE INSPI the authority to conduct security verification procedures as deemed necessary. Furthermore, the customer expressly authorizes JE INSPI to utilize the provided personal information, and to transmit or obtain information (including any updated details) pertaining to the customer from third parties, including but not limited to payment card information, for the purposes of identity authentication, payment validation, initial payment card authorization (if applicable), and authorization of individual service transactions.

The total cost of the Service Order will typically be charged to the customer's payment card or other chosen payment method upon completion of the service work. Customers are reminded to include the Service Order reference number with their payment, when requested. It is important to note that some financial institutions may impose fees, which will be the responsibility of the customer.

JE INSPI is legally prohibited from providing services to individuals or entities listed on applicable sanctions or prohibition lists, or to countries sanctioned by relevant authorities. Any attempts to engage in such transactions will be rejected.

If the customer fails to provide full payment of the invoice within three (3) calendar months of notification, or if the serviced product remains unclaimed for twelve (12) calendar months following notification, JE INSPI reserves the right, to the extent permitted by law, to sell or otherwise dispose of the product at its sole discretion. The proceeds from any such sale or disposal will be applied to settle any outstanding amounts owed, including but not limited to storage fees and administrative costs, with any remaining balance to be returned to the customer, where feasible.

Service Turnaround Time

The duration required to complete a repair is contingent upon the nature and complexity of the service required. The customer shall be provided with an estimated timeframe for service completion following a comprehensive inspection of the product.

Delivery of Serviced Items

JE INSPI will dispatch or deliver the serviced product to the customer only after the receipt of the full payment for the services rendered. The serviced product will be returned to the shipping address previously provided by the customer in the service pre-registration form.

It is important to note that JE INSPI currently facilitates deliveries exclusively within EU member states, and certain addresses may be excluded from delivery service (e.g., military installations, addresses within certain restricted zones such as hotels, post office boxes, or specific remote locations). Delivery timelines are estimates and should not be considered guaranteed. Upon receiving the delivered product, the customer may be required to provide confirmation of receipt, potentially via text message or email. JE INSPI will specify the required method for confirming receipt, and at the point of such confirmation, the responsibility for the product transfers to the customer. The customer's signature on the delivery receipt will serve as confirmation of the product's receipt in satisfactory condition. Delivery will be executed to the delivery address registered and confirmed in accordance with these terms, and the delivery process will adhere to JE INSPI's established guidelines.

Customers are advised to provide clear instructions in the event they are unavailable to receive the delivery. This is particularly important if a third party is designated to accept the returned product. JE INSPI reserves the right to accept or decline to release the product to a third party. Any delivery date communicated to the customer is an approximation and is not a binding commitment by JE INSPI. JE INSPI shall not be held accountable for any damages or losses

arising from alterations to the estimated delivery date. JE INSPI will inform the customer as soon as reasonably practicable of any adjustments to the delivery date estimate.

JE INSPI's Right to Cancel Service Orders

JE INSPI reserves the right, notwithstanding any other provision herein, to decline, cancel, or terminate service orders at any time, when deemed justifiable. Such instances may include, but are not limited to, situations where there is an ongoing dispute concerning the payment for a previous service, if JE INSPI has reason to believe the customer has violated these Conditions of Service or any applicable laws, if such action is permissible under the law, or due to events beyond JE INSPI's reasonable control, including force majeure occurrences.

In the event that JE INSPI elects to cancel a service order, JE INSPI shall not be held liable for any compensation or damages, and the customer hereby agrees that they shall not assert any claims against JE INSPI, its agents, affiliates, or employees.

Service Descriptions

While JE INSPI endeavors to ensure the accuracy of all information presented on its platforms, in advertisements, catalogs, or through other Service Channels, JE INSPI offers no guarantees, either explicit or implied, regarding the precision, reliability, or completeness of said information. JE INSPI does not finalize the service cost until a formal Service Estimate has been issued to the customer.

While JE INSPI takes precautions to present service descriptions, photographs, or graphical depictions of the Services on its platforms with the greatest possible accuracy, JE INSPI does not warrant that such materials or other content are entirely free from errors, whether due to inaccuracy, omission, outdated information, or other reasons.

Product limited Warranty

JE INSPI warrants that its products are crafted with the highest standards of quality and workmanship, and the company is committed to addressing any defects in materials or manufacturing. However, JE INSPI shall not be held liable for or responsible for providing service in respect of products with missing components, such as parts, stones, or links, damage resulting from the loss of stones, pearls, or backings, or damage attributable to normal wear and tear, accidental occurrences, or unauthorized modifications.

Limitation of Liability

JE INSPI does not establish the definitive cost of the Services until a Service Estimate has been issued to the customer.

To the maximum extent permissible under applicable law, JE INSPI disclaims and excludes all other terms, conditions, and warranties pertaining to the Services and Service Channels, whether explicitly stated or implied by statute, common law, or arising from prior dealings, customary practices, or trade usage.

Nothing within these Conditions of Service serves to limit or exclude JE INSPI's liability for any obligations that cannot be limited or excluded under applicable law. Subject to the preceding stipulation, JE INSPI's total liability to the customer under these Conditions of Service for any service order, regardless of whether it arises in contract, tort (including negligence), or otherwise, shall in no event exceed one hundred percent (100%) of the service cost specified in the customer's Service Order, even if JE INSPI has been advised of the possibility of such damages. Under no circumstances shall JE INSPI be liable for any indirect, consequential, incidental, or punitive damages.

In the event that a customer sends a product for service in contravention of these Conditions of Service or JE INSPI's instructions, the customer shall assume all associated risks and costs, and JE INSPI shall bear no liability whatsoever. Specifically, JE INSPI shall not be held responsible for any risks, damage, destruction, theft, or loss of the product, including during its transportation to JE INSPI.

It is important to note that the laws of certain jurisdictions may not permit the exclusion or limitation of certain warranties or liabilities, and therefore, some of the exclusions and limitations outlined above may not apply to customers in those jurisdictions.

Governing Law and Jurisdiction

These Conditions of Service Repair shall be governed by and construed in accordance with the laws of Austria, without regard to its conflict of laws principles. Any dispute arising out of or in connection with these Conditions shall be subject to the exclusive jurisdiction of the competent courts in Linz, Austria.

These Conditions of Service shall be governed by and construed in accordance with the laws of Austria, without regard to its conflict of laws principles.

Any dispute, controversy, or claim arising from or related to these Conditions of Service, including matters concerning their validity, invalidity, breach, or termination, shall be adjudicated or resolved in accordance with these Conditions of Service. To the extent that applicable laws differ from mandatory consumer protection laws in the customer's country of residence, JE INSPI will provide equivalent protection to the customer.

Without prejudice to the right to pursue legal action in a court of law, the customer and JE INSPI shall first make reasonable efforts to resolve any dispute or disagreement arising out of or

relating to the product, these Conditions of Service, or any breach thereof, through amicable negotiations for a period of thirty (30) days.

Entire Agreement

If any provision, or portion of a provision, within these Conditions of Service is determined to be illegal, invalid, or unenforceable, the remaining provisions of these Conditions of Service shall remain in full force and effect, continuing to be valid, binding, and enforceable.

These Conditions of Service, along with any referenced terms, constitute the complete agreement between the customer and JE INSPI concerning the service order, and supersede and replace all prior agreements, drafts, arrangements, understandings, and collateral contracts, whether oral or written, made by the parties with respect to the subject matter hereof.

JE INSPI shall not be held responsible for any failure or delay in the performance of, or compliance with, its obligations under these Conditions of Service, when such failure or delay arises from any cause beyond JE INSPI's reasonable control.

The customer represents and warrants that all information provided in the Service Order is true, accurate, and complete at all times; failure to do so will result in the customer being solely liable for any resulting consequences.

Any waiver by JE INSPI of a breach of any provision of these Conditions of Service shall not be construed as a waiver of any other or subsequent breach of that provision or any other provision.

This agreement is established solely between the customer and JE INSPI. No other party shall possess any right to enforce any of its terms. These Conditions constitute the entire agreement between the customer and JE INSPI with respect to the provision of Services and supersede all prior or contemporaneous communications and proposals, whether oral or written, between the parties.

Contact Information

For any inquiries, notifications, or communications pertaining to these Conditions of Service Repair, please direct all correspondence to:

SHREEJI GEMS Zweigniederlassung Österreich

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