

# Conditions Of Sale

**Last Updated:** April 2025

We may revise these Conditions of Sale periodically, so we advise reviewing them regularly to stay informed of any updates. The most current version will always be accessible on the JE INSPI website ([www.je-inspi.com](http://www.je-inspi.com)). Any revised edition of these Conditions of Sale will take effect immediately from the date of posting and will govern all orders for products or services placed from that time forward. Modifications to the Conditions of Sale after you have placed an order will not impact that particular transaction and your relationship with us, except where legally mandated.

## ABOUT JE INSPI AND THESE CONDITIONS OF SALE

These Conditions of Sale apply to all transactions for JE INSPI products or services that you initiate with our Sales Facilitator through our website and store, which reference these Conditions of Sale (the "Sales Channels").

The facilitator responsible for sales and service of the products to you depends on the delivery address for your shipment (the "Sales Facilitator," which is equal to "SHREEJI GEMS Zweigniederlassung Österreich," "JE INSPI," "we," "us," and "our").

For all purchases: SHREEJI GEMS Zweigniederlassung Österreich, located at Promenade 23, 4020, Linz, Austria, is the sole sales facilitator for all products and services offered through our sales channels, including this website and any future retail partnerships.

Additional details:

- Firmenbuch-Nr: 632291 s
- VAT/UID NO: ATU81189526
- EUID: ATBRA.632291-001
- EORI: ATEOS1000152756
- Steuernummer: 46 584/5600

SHREEJI GEMS Zweigniederlassung Österreich manages the JE INSPI brand and the website, [www.je-inspi.com](http://www.je-inspi.com).

By finalizing an order, you consent to be bound by our Terms of Use, Privacy Policy, Cookie Policy, Conditions of Service Repair and Returns and Exchanges Policy, all of which are integrated into these Conditions of Sale. For further information on our returns policy, please see our Returns and Exchanges Policy.

Please carefully examine these Conditions of Sale. They are applicable to every order made via our Sales Channels. Your agreement to these Conditions of Sale is required before placing an order for any products or services. If you disagree with these Conditions of Sale, you will not be able to order any products or services through the Sales Channels.

## **PURCHASING ELIGIBILITY**

Orders through our Sales Channels are restricted to individuals (not business entities) who:

- Are of legal age to enter into contracts (18 in most jurisdictions);
- Possess the legal capacity to enter into contracts; and
- Provide a shipping address within our delivery areas.

If you are under the age of legal majority or otherwise cannot lawfully enter into a contract, you must have your parent or guardian place an order on your behalf and they will be asked to agree to these Conditions of Sale. By placing an order through the Sales Channels, you represent and warrant that you are a bona fide end-user customer purchasing for your own or another's personal use and will not deliver, sell or otherwise distribute our products or purchase our products or services for commercial purposes.

## **PRODUCT AVAILABILITY & QUANTITY**

All orders placed through the Sales Channels are subject to availability and our acceptance. Products shown on the Website that cannot be added to the shopping bag are not available for purchase through the Website. Our customer service can offer more details about such items. Order quantities for certain products may be limited. We retain the right to reject orders that exceed a specific number of authorized products at any time and without prior notification.

## **ACCOUNT REGISTRATION & GUEST CHECKOUT**

To place an order, you may either register and create an online account, or place an order as a guest without creating an online account. Where you place an order as a guest, we may still create an account on our internal systems to record your purchase(s).

## **CUSTOMIZED ORDERS**

Je Inspi provides customized, make-to-order services for a selection of our products. If you wish to place a customized order, you will be required to provide specific details through our Sales Channels. We reserve the right to decline any customized order that includes language or designs that are objectionable, unlawful, or contrary to our policies. It is your responsibility to ensure that all specifications provided for customized orders are accurate and complete. Due to the bespoke nature of these items, customized orders cannot be canceled for any reason, and these products,

having been created according to your unique specifications, are not eligible for return or exchange.

## ORDER PROCESS

When placing an order through our Sales Channels, the following steps will guide you:

- **Product Selection and Addition:** Begin by exploring our collections. Once you've found an item you love, add it to your virtual shopping bag. Feel free to browse further and add more items, keeping in mind that product availability and quantity limits may apply. Please note: Adding a product to your bag does not reserve it; confirmation only occurs upon shipment.
- **Initiating Checkout:** When you're ready to complete your purchase, proceed to checkout. You can either log into your existing Je Inspi account or continue as a guest. At this stage, you may also modify the contents of your shopping bag.
- **Order Details and Payment:** During checkout, you'll be prompted to enter and verify your shipping and billing information, as well as your preferred payment method. It's important to carefully review all these details before submitting your order to ensure accuracy.
- **Order Confirmation:** After reviewing your order, you'll be able to finalize it.

Je Inspi reserves the right to decline, cancel, or terminate orders at our discretion for legitimate reasons. This may include situations involving payment disputes from previous transactions or suspected fraudulent activity.

## PRICES, TAXES, AND SHIPPING COSTS

The cost of each item is clearly presented on the Website or provided by our dedicated customer service team. This cost encompasses Value Added Tax (VAT). Je Inspi is pleased to offer complimentary delivery on all orders. The price in the appropriate currency will be displayed based on the delivery destination you provide and will be readily visible in your shopping cart before you finalize your purchase. It is your responsibility to carefully review the price and currency details before completing the transaction.

It's important to note that sales taxes, usage taxes, or other fiscal impositions may vary depending on where the products are being shipped.

We retain the authority to adjust product prices at our discretion, without any prior notice. We are committed to providing precise pricing information; however, occasional discrepancies may occur. In the event of a pricing error, we will make every effort to contact you promptly to inform you of the correct details. If we are unable to establish contact using the information you provided during the order process, the affected portion of the order will be canceled, and you will

be notified in writing. If we inadvertently accept and process an order where a pricing error has occurred, we reserve the right to cancel the order and issue a full refund of any payments made.

Please be aware that alterations to applicable tax legislation between the date of your order and the date you receive a written Confirmation of Order & Shipment may lead to modifications in the taxes applied to your order. Should this result in an increase in your tax liability, we will contact you to request your reconfirmation of the order.

## **PAYMENT**

We accept the methods of payment identified as part of the order process via the Sales Channels. Depending upon the means of payment, we may require additional information, including specific forms of identification. When ordering on the Website, you will need to enter your payment details on the provided form. All payment card holders are subject to validation check and authorization by the card issuer. If the issuer of your payment card refuses to authorize payment to us, you will need to contact your card issuer directly.

You expressly permit us to conduct security checks as necessary, to transmit or obtain information (including any updated information) from third parties, including your payment card details, to verify your identity, validate your payment card, secure initial payment authorization, and approve individual purchase transactions.

If you use a credit/debit card or another instant payment method offered on the Website, your payment may be processed immediately after order placement. Pre-payment does not affect your legal rights under these Conditions of Sale, including any refund rights. Once your order is dispatched, you will receive a shipment confirmation. If we fail to meet our shipping/delivery obligations, we will notify you via email, and the pre-payment will be refunded promptly.

We may accept bank wire transfer for orders at our sole discretion. We do not charge a fee for bank wire transfers for orders made through the Sales Channels. However, some financial institutions may charge a fee for using a bank wire transfer. We may acknowledge a bank wire transfer order, but the order will not be processed until the payment has been received and confirmed by us by e-mail. If your wire transfer payment is not credited into our bank account within seven (7) days after you have placed your order, your order will be cancelled.

To enhance your transaction experience, we partner with third-party payment gateways such as Klarna, PayPal, Apple Pay, Google Pay, and others. Please be aware that these platforms operate under their own terms of service and privacy policies. It is the customer's responsibility to familiarize themselves with the terms and conditions and privacy policies of the selected payment platform. This is particularly important in scenarios involving refunds, where Klarna's specific procedures will apply. Please spend responsibly. Borrowing beyond your means could seriously affect your financial status. Credit subject to status.

## **ACKNOWLEDGEMENT OF ORDER & INVOICES**

Following the placement of your order through our Sales Channels, you will receive an initial order summary. This communication confirms that your order has been received and is being processed within our systems. Please note that this initial summary does not constitute formal order acceptance.

Formal acceptance of your order will occur when we dispatch the products and send you a Confirmation of Order & Shipment notification. This confirmation will include details such as shipment tracking information and a final invoice. You will receive an invoice that will be sent to you in writing (to your e-mail address as a PDF attachment or otherwise).

Je Inspi reserves the right to decline or cancel orders for reasons including, but not limited to:

- Product unavailability
- Pricing errors
- Suspicion of fraudulent activity
- Inability to process payment
- Non-compliance with these Conditions of Sale

In the event that we cancel your order, we will notify you using the contact information you provided and issue a full refund of any payments received.

## **SHIPPING & DELIVERY POLICY**

Je Inspi facilitates delivery to the countries specified during the Order Process. Please be aware that certain locations may be excluded from our delivery service. Please note that, for security and logistical reasons, we do not deliver to military addresses, restricted areas, pick-up points, or PO boxes. For comprehensive details regarding delivery destinations and any potential restrictions, please consult our [FAQs](#) section or contact our customer service team. Delivery is provided at no cost to the customer. Currently, Je Inspi exclusively offers delivery to addresses within the European Union. If you require shipping outside of the EU, we invite you to contact us to discuss your needs. If your order includes multiple items, we will consolidate the shipment, meaning that the order will be dispatched once all items are available.

Je Inspi endeavors to facilitate timely delivery of your order using reputable carriers. Given that most Je Inspi items are made-to-order, please anticipate a production period of approximately 15 working days. Consequently, the estimated delivery window is 15-20 working days. Customized or bespoke pieces may require a longer production timeframe of 3-4 weeks or more. If expedited delivery is necessary, please contact us, and we will explore available options to meet your needs. In any event, your sole remedy for any failure by us to deliver the order to you shall be your right to cancel the relevant order and receive a refund of sums you pre-paid us for any

products which you have not received. When estimating your delivery time, please allow time for credit approval, address verification, security checks and order processing. Please note that delivery is always subject to receiving your full payment.

For in-store order collection, only the individual whose name appears on the order is authorized to collect the order. To ensure secure and accurate delivery, the customer must present a valid photo ID that matches the name on the order for verification purposes.

Je Inspi currently extends shipping services to all countries within the European Union, with the following exceptions: the Faeroe Islands, Greenland, Helgoland, Büsingen, the Åland Islands, France's overseas territories and départements, the Channel Islands, the Canary Islands, Ceuta, and Melilla. For shipping requests outside of these designated areas, please contact us directly, and we will explore potential delivery solutions to accommodate your needs.

We will require a handwritten or electronic signature by you, or a person at the nominated delivery address (unless arranged by you otherwise), to confirm the delivery of each product, at which point risk and responsibility for your purchased goods passes to you. If you have specified a recipient who is not you for delivery purposes (for example, as a gift), then you understand and accept that evidence of a signature by such recipient (or a person at the delivery address) is evidence of delivery and fulfilment of the sales contract by je inspi and transfer of responsibility to the recipient in the same way as if the product had been delivered to you. We reserve the right to deliver products only to the person who is the intended recipient of the order as stated on the label of the parcel and to request ID check for verification purposes at the time of delivery for certain categories of products.

## **SERVICES & REPAIRS**

Please refer to our [Service and Repair Conditions](#) section, which are part of these Conditions of Sale. Please refer to our [FAQs](#).

## **RETURNS AND EXCHANGES**

Please refer to our [Returns and Exchanges Policy](#) section, which are part of these Conditions of Sale. Please refer to our [FAQs](#).

## **MANUFACTURER'S LIMITED WARRANTY**

We are committed to ensuring that each product strictly complies with our quality criteria and that it has passed all our controls, both technical and aesthetic. We aim to ensure your satisfaction with our products for many years. Our customer service team is ready to address any questions about product defects. Please note that Je Inspi cannot provide assistance if your product has:

- Missing parts, stones, or links.
- Loss of stones, pearls, or backings.
- Damage resulting from normal wear, accidents, or modifications.

## **PRODUCT DESCRIPTIONS AND AUTHENTICITY**

Je Inspi is dedicated to providing comprehensive and accurate information across all our platforms, including product descriptions, dimensions, and colors, in our advertisements, catalogs, and communications from our customer service team. While we strive for excellence in detail and clarity, we acknowledge that minor variations may occur. Therefore, we do not extend any explicit or implied guarantees regarding the absolute precision, reliability, or completeness of this information. Specifically, any details concerning precious material weights, stone counts and carats, product measurements, and similar specifications are provided for general guidance only, and slight discrepancies may be present. To ensure your satisfaction, we encourage you to utilize our sizing tools and contact our customer service team with any specific inquiries. We also recommend a thorough inspection of the products upon receipt, prior to use. In case of diamond, please allow for slight variations in diamond weight ( $\pm 0.01$  ct) and size ( $\pm 0.10$  mm). Product colors may appear differently on your device due to screen settings.

Je Inspi uses a variety of premium materials in its products, including 18kt gold, 14kt gold, 925 sterling silver, natural diamonds, lab-grown diamonds, and cords. We meticulously select each material, ensuring ethical and sustainable sourcing, and all diamonds are conflict-free. The majority of Je Inspi jewelry, diamonds, and products are produced in our workshop in India.

Diamonds weighing 1.00 carats or more are certified by GIA (<https://www.gia.edu>) or IGI (<https://www.igi.org>), reputable gemological laboratories. The certificate/report number will be included on your invoice, enabling you to independently verify and download the certificate from the laboratory's website. All jewelry items are certified by SGL (<https://sgl-labs.com>) or IGI (<https://www.igi.org>). This provides dual confirmation of your product's authenticity, in addition to the diamond certification where applicable. The certificate/report number will be on your invoice for independent verification and download from the respective laboratory's website.

## **LIABILITY CONSIDERATIONS**

To the maximum extent permitted under applicable law, Je Inspi disclaims and excludes all conditions, terms, and warranties relating to our products and Sales Channels, whether explicitly stated or implied by statute, custom, or established commercial practices.

Nothing within these Conditions of Sale operates to limit or exclude our responsibility or liability in any situation where such limitation or exclusion is prohibited by law. Subject to the preceding stipulation, our total financial responsibility to you under these Conditions of Sale, regardless of whether a claim arises from contract, tort (including negligence), or any other legal theory, will

not, under any circumstances, exceed one hundred percent (100%) of the purchase price of the product(s) in your specific order.

It is crucial to acknowledge that consumer protection regulations in certain jurisdictions may not allow the exclusion or limitation of particular warranties or liabilities. As a result, some of the exclusions and limitations detailed above may not be applicable in your specific case.

## **GENERAL PROVISIONS**

If any clause, or portion of a clause, within these Conditions of Sale is deemed to be illegal, invalid, or unenforceable, that specific clause or portion will be considered as if it does not form part of these Conditions of Sale. The legality, validity, and enforceability of the remaining clauses within these Conditions of Sale will remain unaffected, unless such effect is mandated by applicable law.

These Conditions of Sale, along with any associated terms incorporated by reference, establish the complete agreement between you and us concerning the order of products or services. These Conditions of Sale supersede and replace all prior agreements, drafts, arrangements, undertakings, or collateral contracts of any nature, whether communicated orally or in writing, between the parties relating to the subject matter herein.

Je Inspi shall not be held responsible for any failure or delay in the performance of, or compliance with, our obligations under these Conditions of Sale, when such failure or delay arises from any cause beyond our reasonable control.

Any waiver by Je Inspi of a breach of any provision of these Conditions of Sale will not be interpreted as a waiver of any other breach, whether prior or subsequent. This contract is established solely between us and you. No other individual or entity shall possess any rights to enforce any of its terms.

## **GOVERNING LAW AND JURIDICTION**

These Conditions of Sale shall be governed by and construed in accordance with the laws of Austria, without reference to conflict of laws provisions. Any dispute, controversy or claim arising out of or in relation to the Conditions of Sale, including the validity, invalidity, breach or termination of the Conditions of Sale, shall be adjudicated or arbitrated in accordance with the Conditions of Sale. You may bring proceedings against Austria or in the country where you are domiciled. We may also bring proceedings against you in the courts of the country where you are domiciled. Without any restriction to bring proceedings before a court, you and Je Inspi will first make reasonable efforts for a period of thirty (30) days to resolve amicably any dispute or failure to agree that may arise out of or relate to the product, the Conditions of Sale or any breach thereof.



## **CONTACT US**

For any inquiries or feedback regarding these Conditions of Sale, or other matters, please contact us using the information below:

SHREEJI GEMS Zweigniederlassung Österreich

Promenade 23, 4020, Linz, Austria.

Email: [contact@je-inspi.com](mailto:contact@je-inspi.com)

Contact no.: +4306703593935