

# **Returns and Exchanges Policy**

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This document details the guidelines for returns, exchanges, and refunds for purchases made from JE INSPI.

## **Right of Withdrawal**

You have the right to withdraw from this contract within 15 days without providing any reason. The withdrawal period is 15 days from the day you or a third party designated by you, who is not the carrier, takes possession of the goods. To meet the withdrawal deadline, it is sufficient for you to withdraw before the withdrawal period has expired.

To cancel the contract and return your product(s), you must contact us (SHREEJI GEMS Zweigniederlassung Österreich, Promenade 23, 4020, Linz, Austria, Email: [contact@je-inspi.com](mailto:contact@je-inspi.com), Contact no.: +4306703593935) of your decision to withdraw from this contract via a clear statement. Please request your exchange or return online through our returns portal at [service portal](#). Approval will be sent via email, after which you may return the goods.

## **Conditions for Returns, Exchanges, and Refunds**

To be eligible for a return, exchange, or refund, a request must be initiated through our service portal within 15 days of receiving your JE INSPI item.

Items must be returned in their original, unused condition, including all protective materials, invoices, certificates (if applicable), packaging, tags, and stickers. All complimentary items received with the purchase must also be returned.

JE INSPI reserves the right to refuse returns of items that show signs of wear, use, or alteration.

Engraved, embossed, modified, customized, or made-to-order items are not eligible for return, exchange, or refund.

Online purchases are eligible for return for exchange or refund, while purchases from store dealers are eligible for exchange only. The right to return or exchange under this policy is limited to the initial transaction originating from a purchase order. Any item that has been previously returned or exchanged is excluded from further return or exchange consideration.

We will verify that the returned product satisfies the conditions of the Returns and Exchanges Policy and, if so, then proceed with the applicable refund or exchange.

All returns will be subject to strict mandatory quality control inspection by us to ensure that the returned products satisfy these requirements. If the products do not meet QC standards, we will refuse the return, and the products will be returned to you. If the returned product satisfies QC, we will proceed with the applicable refund or exchange. Failure to comply with these Conditions of Sale will entitle us to refuse the returned product and send it back to you, at your own cost.

### **Return, Exchange, or Refund Process for Online Purchases**

To request a return, exchange, or refund for an online purchase, you must complete the request form on our service portal within 15 days of receiving your item.

Returns, exchanges, and refunds are processed using the original purchase method. Therefore, online orders must be returned online. Items purchased at a store dealer can only be exchanged at that specific store; refunds are not offered for store dealer purchases.

If you purchased your item online, you will receive a Return Authorization Number via email. Our team will arrange a carrier pickup for the return shipment. Upon arrival at our facility, the returned item(s) will undergo a quality control inspection, which typically takes 7-10 working days. Following a successful inspection, you will receive an email confirming either a credit note for exchanges or the initiation of your refund.

For exchange requests, the provided credit note will be used to place a new order. For refund requests, the credited amount will be processed within 7-10 working days.

Please note that for both exchanges and refunds, the costs of original shipping, return shipping, and associated insurance will be deducted from the credit note or refund.

Exchanges are subject to product availability.

### **Refund Processing Time & Conditions**

Refunds for online purchases are processed within 7-10 working days after the returned item passes the mandatory quality control check. The processing time depends on your original payment method. You will be refunded using the same means of payment as used by you when purchasing the product. When a product is returned that was initially purchased by another individual or entity and subsequently gifted, the refund will be provided to the original buyer.

### **Rejected Returns**

If a returned item does not pass quality control or meet the return conditions, it will be returned to you. You will be responsible for all shipping and insurance costs (both outbound and return).

## **Exchange Process for Items Purchased in a JE INSPI Store or dealers**

Refunds are not offered for in-store returns. Items purchased in a JE INSPI store or dealers can only be exchanged at the same JE INSPI store or dealers where the purchase was made.

Items purchased in a JE INSPI store or dealers may be exchanged for another item or a credit note for the purchase value, redeemable within a timeframe specified by the store or dealers.

To initiate an exchange, a request must be submitted through our service portal with all necessary details within 15 days of purchase.

Upon submission, you will receive an email confirmation with instructions to visit the original store or dealers. The item will undergo a quality control check upon arrival. If all conditions are met, store staff will assist with the exchange or issue a credit note.

Exchanges are subject to product availability.

## **Credit Note Value and Exchanges**

The value of the exchange item should equal or exceed the credit note value. If the exchange item's value is less than the credit note value, the customer can place a new order and use the credit note for a future purchase.

## **Financed Purchases**

If you finance this contract with a loan and later withdraw from it, you are also no longer bound by the loan contract, provided that both contracts form an economic unit. This is especially the case if we are simultaneously your lender or if your lender is involved in the financing with our participation. If the loan has already been disbursed at the time of withdrawal, your lender will assume our rights and obligations in relation to you concerning the effects of the withdrawal or return. This does not apply if the present contract involves the acquisition of financial instruments (e.g., securities, foreign exchange, or derivatives).

If you wish to avoid contractual obligations as far as possible, exercise your right of withdrawal and also withdraw from the loan contract if you have a right of withdrawal for that as well.