

# JEWELBOX

## PRODUCT FREQUENTLY ASKED QUESTIONS

*Customer Reference Guide*

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## LAB-GROWN DIAMONDS

### Q What are Lab-Grown Diamonds?

**A** Lab Grown Diamonds are real diamonds, they are physically, chemically and optically same as natural diamonds. Even a trained jeweller cannot tell the difference between natural diamond and lab grown diamonds. Our diamonds are certified by gemmological laboratories such as IGI, GIA, SGL, EGL. Lab grown diamonds cost about 60–90% less than natural diamonds.

### Q Are Lab-Grown Diamonds real diamonds?

**A** Yes. Lab-Grown Diamonds are real diamonds. A diamond is defined by its chemical composition: both lab-grown and natural diamonds share the same crystalline carbon structure. The US Federal Trade Commission (FTC) has officially classified Lab-Grown Diamonds as real diamonds.

### Q Can you tell the difference between a Lab-Grown Diamond and a natural diamond?

**A** No visual difference exists. Not even a trained jeweller can distinguish between them with the naked eye or a standard microscope. Only advanced equipment in specialist gemological labs can identify the difference.

### Q Are Lab-Grown Diamonds worth buying?

**A** Absolutely. Lab-Grown Diamonds are real diamonds that last forever. Jewelbox offers 80% buyback on Lab-Grown Diamonds and 100% diamond value at market price for exchange: the same commitment as natural diamonds.

### Q Do Lab-Grown Diamonds cost less than mined diamonds?

**A** Yes. Lab grown diamonds cost about 60–90% less than natural diamonds. Compared to equivalent quality natural diamonds. They are priced on the same 4C parameters: cut, colour, clarity and carat.

### Q Are Lab-Grown Diamonds graded and certified?

**A** Yes. Lab-Grown Diamonds are graded the same way as mined diamonds and are certified by leading gemological labs including IGI, GIA, SGL, and EGL. All Jewelbox diamonds are certified by reputed third-party organisations.

### Q Are Lab-Grown Diamonds the same as synthetic diamonds, Moissanite, or Cubic Zirconia?

**A** No. Lab-Grown Diamonds are entirely different from Cubic Zirconia, Moissanite or any other diamond simulant. Simulants are not diamonds. Lab-Grown Diamonds are real diamonds and last forever, just like natural diamonds.

**Q Are Lab-Grown Diamonds durable?**

**A** Yes. Diamonds are the hardest material on earth, ranking 10 on the Mohs Scale of hardness. Lab-Grown Diamonds share this same rating: identical in hardness, strength and durability to mined diamonds. They are built to be passed down to the next generation.

**Q Do Lab-Grown Diamonds change colour, shine or sparkle over time?**

**A** No. Lab-Grown Diamonds do not fade, discolour, or cloud over time. Their beauty is timeless.

**Q Do all Lab-Grown Diamonds look alike?**

**A** No. Just as with mined diamonds, there are natural variations in colour, clarity, and carat size in every piece. Machines create the right conditions, but nature takes it from there: no two diamonds are exactly alike.

**Q Do Lab-Grown Diamonds have the same colour and clarity grades as natural diamonds?**

**A** Yes. Lab-Grown Diamonds are characterised using the same 4C framework. Jewelbox uses excellent cut diamonds, VVS or VS clarity, and generally F or G colour: however, colour can be customised as per customer requirements.

**Q Will the value of Lab-Grown Diamonds increase over time like natural diamonds?**

**A** The value of Lab-Grown Diamonds may not appreciate over time the way mined diamonds historically have, as production technology continues to improve. Customers should focus on their beauty, quality, and the value of Jewelbox's Lifetime Exchange and Buyback commitment.

**Q What diamond quality does Jewelbox use?**

**A** All diamonds are handpicked and sorted by Jewelbox's trained in-house gemologists. We generally use F/G colour and VVS/VS clarity. For specific requirements, we can customise as per the customer's needs.

**Q A jeweller told me Lab-Grown Diamonds are fake. Is that true?**

**A** That is incorrect. Lab-Grown Diamonds are real diamonds: physically, chemically, and optically identical to mined diamonds. Both possess the same crystalline carbon structure. The FTC (USA) officially classifies them as real diamonds.

## PRODUCTS & MATERIALS

### Q Do you sell loose diamonds?

A No. Jewelbox does not sell loose diamonds as a standard offering. Larger size individual diamonds may be considered on a case-by-case approval basis.

### Q What is the quality of gold used in Jewelbox jewellery?

A Jewelbox uses BIS hallmarked gold with a HUID stamp. All jewellery is made in 9 karat (37.5% purity) 14 karat (58.33% purity) or 18 karat (75% purity) gold, chosen for superior durability, strength, and resistance. Every piece is hallmarked and carries a HUID number.

### Q Is Jewelbox jewellery hypoallergenic?

A Yes. Jewelbox jewellery is hypoallergenic. We use pure metals and certified diamonds that are less likely to cause allergic reactions.

### Q Do you offer jewellery cleaning services?

A Yes. Jewelbox provides lifetime complimentary jewellery cleaning services to help maintain the brilliance and shine of every piece purchased from us.

### Q Can I provide my own gold to make new jewellery?

A Yes. Jewelbox accepts customer-provided gold jewellery, coins, and bars to create fresh jewellery. The gold is melted to verify purity (with your approval), and jewellery is crafted as per your choice at current market rates.

## PRICING, OFFERS & PAYMENTS

### Q Why are your making charges high?

A Making charges are in line with market standards and includes labour, certification and hallmarking costs. These charges reflect the superior quality, precision and workmanship that goes into every Jewelbox piece.

### Q How are gold prices determined?

A Jewelbox gold prices are aligned with current market rates sourced from reputable financial organisations. Pricing is accurate and updated regularly.

### Q Do you offer any discounts or promotions?

A Jewelbox periodically offers promotions. Our pricing is consistently the most competitive in the market.

### Q Why are your prices higher compared to some stores?

A Diamond prices are determined by market forces and the 4C quality parameters. Jewelbox pricing reflects certified quality, hallmarked gold, and the security of a Lifetime Exchange and Buyback Policy.

### Q What payment modes are accepted?

A You can pay by cash, cheque, bank transfer, bank deposit, UPI, or digital wallets. For cash payments above Rs. 1,99,000/-, PAN is mandatory. For cheque and bank deposit payments, invoicing is done only after the amount is realised in the bank.

### Q Do you offer EMI facilities?

A Yes. Jewelbox offers 3-instalment zero-interest EMI for products above Rs. 20,000/-. For salaried individuals: monthly salary above Rs. 20,000/- required; documents include PAN, Aadhaar, 3 months payslips, 3 months bank statement, phone number, and email. For self-employed: income above Rs. 20,000/- required; documents include PAN, Aadhaar, 3 months bank statement, latest ITR, business name, phone number, and email. A 1% processing charge applies for both.

### Q Can jewellery be customised as per my requirement?

**A** Yes. Jewelbox can customise jewellery as per your requirements. Share a design brief or reference image and we will provide an estimate in 3 to 4 days. Post design approval, production takes approximately 25 days.

## CUSTOM ORDER PROCESS

### Q What happens after I place a custom order?

A Once your order is placed, it goes through an 11-step production process to ensure the highest quality: (1) Order Fit Confirmation, (2) Diamond Availability Check, (3) CAD Preparation, (4) CAD Approval, (5) Material and CAD Issued to craftsman, (6) Product Received at HO, (7) Quality Control Check, (8) Hallmarking, (9) Certification, (10) Barcoding, and (11) Product Handed Over to Store.

### Q What is Order Fit Confirmation?

A This is the first step where your order details are confirmed and verified in full: product type, design specifications, metal, stone requirements, size, and any personalisation. Nothing moves to production until this is locked.

### Q What is the Diamond Availability Check?

A Before production begins, Jewelbox verifies that the exact diamonds required for your order are available and meet your specifications: cut, colour, clarity and carat. This ensures no delays mid-production.

### Q What is CAD Preparation?

A CAD stands for Computer-Aided Design. Our design team creates a precise 3D digital rendering of your jewellery based on your brief or reference image. This gives you a clear visual of exactly how the finished piece will look.

### Q Do I get to approve the design before production starts?

A Yes. The CAD design is shared with you (via the store) for review and approval before any production begins. No craftsman work starts until the CAD is approved at the store end.

### Q What happens after CAD approval?

A Once the CAD is approved, the required materials (gold, diamonds and other components) along with the approved CAD design are issued to the craftsman to begin manufacturing.

### Q What is Quality Control (QC)?

**A** After the product is received at Head Office from the craftsman, it undergoes a thorough quality inspection. Every aspect is checked: stone setting, metal finish, design accuracy, and overall craftsmanship. Only pieces that pass QC proceed to the next step.

**Q What is Hallmarking?**

**A** Hallmarking is the official certification of the metal purity of your jewellery. Every Jewelbox piece is hallmarked as per BIS standards and carries a HUID (Hallmark Unique Identification) number, ensuring full transparency on gold quality.

**Q What certification does my jewellery come with?**

**A** Your jewellery comes with the relevant product certificates, including diamond certification (IGI, GIA, SGL, or EGL as applicable) confirming the 4C quality of your diamonds, and the hallmark certificate for metal purity.

**Q What is Barcoding?**

**A** Before the product reaches you, a unique barcode is assigned and tagged to the piece. This enables accurate inventory tracking, billing and after-sales service throughout the product's lifetime.

**Q How long does the entire custom order process take?**

**A** The complete process from order confirmation to store delivery typically takes approximately 25 days, depending on design complexity and stone availability. Your store will keep you updated at every key milestone.

## EXCHANGE & BUYBACK POLICY

### Q Does Jewelbox offer a lifetime exchange policy?

A Yes. Jewelbox offers a Lifetime Exchange Policy: diamonds and gold jewellery are exchanged at 100% of current value. The exchange value (after deductions for discounts, making charges and taxes) is adjusted against the new purchase at billing.

### Q What is the buyback policy?

A Jewelbox buys back diamonds at 80% and gold at 100% of current value. The buyback amount (after deductions) is paid via online bank transfer within 15 business days of receiving the product.

### Q What documents are required for exchange or buyback?

A Both the original invoice and original certificate must be produced. However the invoice can be retrieved through the customers mobile no. Loss of the certificate results in a Rs. 1,500/- deduction.

### Q Is buyback available for all products?

A No. Buyback is applicable only for products purchased at up to Rs. 4,99,999/-. It is not applicable on Baguettes, Tapered and Choki diamonds. Exchange and Buyback are not applicable on Polki, Pearl, and Coloured Stones.

### Q What if I am not available when someone comes for buyback or exchange?

A Any person holding the original invoice and certificate may process the buyback or exchange on your behalf.

### Q Can I exchange jewellery that was altered by another jeweller?

A No. Jewellery showing signs of alteration by anyone other than Jewelbox will not be accepted for buyback or exchange.

### Q What if my product was purchased with a discount?

A The equivalent discount amount will be deducted from the current market price before calculating the buyback or exchange value.

**Q What if my product was purchased on EMI?**

**A** The amount equivalent to all unpaid EMIs will be deducted in addition to the standard deductions at the time of buyback or exchange.

**Q Can I give my old gold jewellery and get new diamond jewellery made?**

**A** Yes. Jewelbox accepts your gold jewellery, coins, and bars to create fresh jewellery. The gold is melted to verify purity (with your approval), and jewellery is crafted as per your selection at current market rates.

## RETURN POLICY

### Q What is Jewelbox's return policy?

A Jewelbox offers a 15-Day Return Policy for unused products with the barcode intact. Returns initiated within 15 days of purchase qualify for a full refund, with Rs. 1,000/- charged as processing.

### Q Can I return a used product?

A No. Used products are not eligible for free returns. It is eligible for exchange and buyback only.

### Q What do I need to bring for a return?

A The original invoice, certificate, packaging and tags must all be intact. Returns are not accepted for custom or personalised orders, engraved items, or pieces altered after purchase.

### Q How will my refund be processed?

A Refunds are processed to the original payment mode only. No cash refunds are permitted above Rs. 10,000/-.

### Q Can I return a product against a credit voucher?

A Yes. If you are purchasing a new product against a credit voucher, a copy of the credit voucher will be provided to you at the time of transaction. Credit vouchers are non-transferable.

## BLOCK YOUR GOLD RATE

### Q What is the Block Your Gold Rate programme?

A This programme allows you to lock in today's gold rate by paying a token advance, protecting yourself from metal price fluctuations. The locked rate applies at billing regardless of how prices move.

### Q Who is eligible for this programme?

A The programme is applicable for purchases above Rs. 50,000/- on lab-grown diamond jewellery with a gold component.

### Q How much advance do I need to pay to block the rate?

A A minimum of 10% of the estimated purchase value must be paid as advance to lock the metal rate.

### Q For how long is my rate locked?

A The gold rate is locked for 30 days from the booking date.

### Q What if I cancel after blocking the rate?

A Your advance will be refunded after deducting 2% administrative charges. Alternatively, the advance can be fully adjusted in your next Jewelbox purchase within 90 days with no deduction.

### Q What if my final purchase value exceeds the blocked estimate?

A The locked rate applies to the booked quantity or value. Any excess weight or value beyond the blocked estimate will be charged at the prevailing gold rate on the billing date.