



Embrace Diamonds Lifetime Exchange & Buy-Back Policy

At Embrace Diamonds, we are committed to ensuring a fulfilling and rewarding jewelry experience for our customers. Our Lifetime Exchange and Buy-Back Policy offer flexibility, transparency, and peace of mind, enabling you to evolve your collection over time while securing the value of your jewelry.

Lifetime Exchange Policy

Eligibility for Exchange

We believe that your jewelry should evolve with your tastes and milestones. As part of our Lifetime Exchange Policy, you are entitled to exchange any jewelry purchased from Embrace Diamonds at any time. To qualify for an exchange, you must provide the original invoice and the original hard copy of the jewelry certificate. For solitaires, the original solitaire certificate is also required.

Exchange Value Calculation

The exchange value is based on the current market rates for gold, natural diamonds, and natural colored gemstones. We offer 100% of the value for both natural diamonds and natural gemstones along with the prevailing gold rate to ensure fair valuation during the exchange. This policy applies exclusively to exchanges, not buy-back transactions.

Non-Refundable Charge

Please note that GST and making charges are non-refundable and will not be credited toward the exchange value. GST is a government tax, and making charges cover the labor costs for crafting the piece. These are fixed charges and are not included in the exchange amount.

Exchanging for a New Piece of Greater Value

You can exchange your jewelry for a new piece of greater value. If the exchange value exceeds the price of the new piece, you will be required to pay the balance amount. If the new piece is of lesser value, the remaining balance will be credited to your Embrace account as Embrace Cash, which is valid for 365 days. Embrace Cash cannot be encashed or transferred but can be used for future purchases.

Lifetime Buy-Back Policy

Eligibility for Buy-Back

At Embrace Diamonds, we offer a Buy-Back Policy for customers who wish to return their jewelry. You should have the original invoice and hard copy of the jewelry certificate. For solitaires, the original solitaire certificate is also required. This ensures that your investment is protected and allows you to liquidate your jewelry should your preferences change.

Buy-Back Value Calculation

The buy-back value is determined by the current market rates of gold, natural diamonds, and natural colored gemstones. For diamond and gemstone jewelry, a 10% deduction will be applied to the natural diamond value. If the certificate for the jewelry or solitaire is missing, a fixed deduction of INR 3,500 will apply per missing certificate, with higher deductions for larger solitaires. Buy-back or exchange will not be accepted unless the amount for the missing

Buy-Back Credit

If you choose the buy-back option, the final buy-back value will be credited to your Embrace account as Embrace Cash, valid for 365 days. This credit can be used for future purchases or redeemed in-store. No cash refunds will be provided under the buy-back policy.

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Terms and Conditions

Value Determination

The final value for both exchange and buy-back is determined solely by Embrace Diamonds, based on market conditions and the assessment of the jewelry. We reserve the right to modify or terminate the policy at any time, and any changes will be communicated through official channels.

Using Exchange or Buy-Back Value as Store Credit

If you choose to use the exchange or buy-back value as store credit, the amount will be credited to your Embrace account as Embrace Cash. This credit is valid for 365 days and is non-transferable and non-encashable. It can only be used for future purchases at Embrace Diamonds.

Jewelry Category	Exchange Value	Buy-Back Value
Diamond & Gemstone	100% of gold/platinum value at current market rate	90% of natural diamond/natural gemstone value at current market rate
Plain Gold/Platinum Jewelry	100% of gold/platinum value at current market rate	100% of gold/platinum value at current market rate
Coins	<i>100% of gold/platinum value at current market rate</i>	100% of gold/platinum value at current market rate
Solitaire Jewelry & Loose Solitaires	100% of gold/platinum value at current market rate	80% of solitaire value at current market rate (Up to INR 5 lakh)