

CANCELLATION CUM REFUND POLICY

The Company reserves the rights to cancel an order at any time. This may be owing to factors including but not limited to (i) limitations on quantities available for purchase; and (ii) inaccuracies/ errors in product / pricing/customer information. The Company shall seek such other information from the customer for the purpose of accepting orders in certain cases. However, the Company shall ensure to notify the Customer in case the order is cancelled partially or completely or if in case any extra data is required for the purpose of accepting the order.

A customer purchasing a Product from the E-Comm Website www.buygold.muthoot.com will be entitled to cancel an order only till the time the product is dispatched. The Customer will be required to provide the reason for such cancellation.

If the cancelled order was booked by way of voucher redemption, then upon such cancellation the voucher gets reactivated.

Upon confirmation of cancellation by the customer, a mail will be sent to all stakeholders with details of the cancelled order.

The cancellation to be approved by the vendor and Operations team. Upon approval by Operations team, the refund is processed within 3 working days from the date of receipt of cancellation request from customer.

The cancelled product can be used for fresh order or returned to the vendor.