

RAINSTONE's Return, Exchange, Cancellation & Refund Policies:

EXCHANGE POLICY:

- Customer can request an exchange of the product within 7 days of receipt of goods if it has a manufacturing defect.
- Product must be in Original Purchase condition and display no evidence of usage. · Customer will have to send an email request to Contact@rainstone.co with Invoice copy and product pictures showing defect and providing the valid reason for exchange.
- Customer will have to send an email request to Contact@rainstone.co with Invoice copy and product pictures showing defect and providing the valid reason for exchange.
- Our courier partners will contact once the customer agrees to exchange the product. The courier charges will be paid by customer and the courier company will only accept the goods in Original new condition and there should be no sign of usage. Any discrepancies or defect in product or packaging, the courier company has the right to cancel the pickup shipment at site.
- Once the product returned is received at our facility, our quality assurance personal will verify and validate the product.
- A Credit Note will be issued to you from Rainstone to make your new purchase online. The minimum amount of purchase must be equivalent to the Credit Note, can be higher and paid by card again but not lesser than the Credit note amount.
- Any charges incurred by Rainstone in the transaction including Credit card charges or Banking charges will be deductible in the approved Credit Note.

RETURN & REFUND POLICY:

- Customer can request a return or refund of the product within 7 days of receipt of goods if it has a manufacturing defect.
- Product must be in Original Purchase condition and display no evidence of usage. · Customer will have to send an email request to Contact@rainstone.co with Invoice copy and product pictures showing defect and providing the valid reason for return and refund.
- Customer will bear the courier return charges and pay them in Cash while collection. Our courier partners will contact once the customer agrees to return the product. The courier charges will be paid by customer and the courier company will only accept the goods in Original new condition and there should be no sign of usage. Any discrepancies or defect in product or packaging, the courier company has the right to cancel the pickup shipment at site.
- Once the product returned is received at our facility, our quality assurance personal will verify and validate the product.
- If the product is acceptable as returns, then the Payment will be credited back to your Card through which the Purchase was made.
- The Payment Credit might take a few days, normally it is 2-3 weeks after the shipment is received back at our facility.
- Our return shipment is insured so you do not have to panic of not receiving your money.

CANCELLATION POLICY:

- An order placed and paid online can be cancelled if the order is not despatched from our facility.
- The request for paid and cancelled order will be made immediately to the bank/Visa or Mastercard from our end within 2 days but the refund back to your card might take 2-3 weeks as sometimes it might take more time for verification and transfer within the payment channel.

DELIVERY INFORMATION:

- Deliveries can be tracked at courier partners website directly. You shall be notified by email the Tracking number once the product is purchased and couriered.

COMPLAINS & FEEDBACK:

- Kindly feel free to write us at Contact@rainstone.co in case of any quality problem or queries you have regarding the product and service.

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RAINSTONE TERMS & CONDITIONS

WEBSITE USE:

- By accessing the website, you warrant and represent to the website owner that you are legally entitled to do so and to make use of information made available via the website.

Trademarks:

- The trademarks, names, logos and service marks (collectively "trademarks") displayed on this website are registered and unregistered trademarks of the website owner. Nothing contained on this website should be construed as granting any license or right to use any trademark without the prior written permission of the website owner.

External links::

- External links may be provided for your convenience, but they are beyond the control of the website owner and no representation is made as to their content. Use or reliance on any external links and the content thereon provided is at your own risk.

Warranties:

- The website owner makes no warranties, representations, statements or guarantees (whether express, implied in law or residual) regarding the website.

Prices:

- The prices mentioned are on sole discretion of the website owner and it might change from time to time, owing to the fluctuations in prices of silver and semi-precious stones. Prices on Rainstone.co are subject to change without notice. Please expect to be charged the price for the Rainstone merchandise you buy as it is listed on the day of purchase. Kindly note, the prices with other online channel partners or retail partners as prices might differ based on each different distribution channel and their cost parameters.

Disclaimer of liability:

- The website owner shall not be responsible for and disclaims all liability for any loss, liability, damage (whether direct, indirect or consequential), personal injury or expense of any nature whatsoever which may be suffered by you or any third party (including your company), as a result of or which may be attributable, directly or indirectly, to your access and use of the website, any information contained on the website, your or your company's personal information or material and information transmitted over our system. In particular, neither the website owner nor any third party or data or content provider shall be liable in any way to you or to any other person, firm or corporation whatsoever for any loss, liability, damage (whether direct or consequential), personal injury or expense of any nature whatsoever arising from any delays, inaccuracies, errors in, or omission of any share price information or the transmission thereof, or for any actions taken in reliance thereon or occasioned thereby or by reason of non-performance or interruption, or termination thereof.
- We as a merchant shall be under no liability whatsoever in respect of any loss or damage arising directly or indirectly out of the decline of authorization for any Transaction, on Account of the Cardholder having exceeded the preset limit mutually agreed by us with our acquiring bank from time to time.

Conflict of terms:

- If there is a conflict or contradiction between the provisions of these website terms and conditions and any other relevant terms and conditions, policies or notices, the other relevant terms and conditions, policies or notices which relate specifically to a particular section or module of the website shall prevail in respect of your use of the relevant section or module of the website.

Applicable laws:

- Use of this website shall in all respects be governed by the laws of United Arab Emirates regardless of the laws that might be applicable under principles of conflicts of law. The parties agree that the courts located in UAE shall have exclusive jurisdiction over all controversies arising under this agreement and agree that venue is proper in those courts.

PRIVACY POLICY

We value the trust you place in RainStone.com. That's why we insist upon the highest standards for secure transactions and customer information privacy. Note: Our privacy policy is subject to change at any time without notice.

- Collection of Personally Identifiable Information** We collect personally identifiable information (email address, name phone number, etc.) from you when you set up a free account with Rainstone.co While you can browse some sections of our site without being a registered member, certain activities (such as placing an order) do require registration. We do use your contact information to send you offers based on your previous orders and your interests.
- Use of Demographic and Profile Data** We use personal information to provide the services you request. We use your personal information to troubleshoot problems; collect fees owed; measure interest in our products and services, inform you about online and offline offers and customize your experience. In our efforts to continually improve our product and service offerings, we collect and analyze demographic and profile data about our users' activity on our website. We identify and use your IP address to help diagnose problems with our server, and to administer our website. For Users logging in via Facebook we may show your Name to your friends who login via Facebook. Cookies A "cookie" is a small piece of information stored by a Web server on a Web browser so it can be later read back from that browser. Cookies are useful for enabling the browser to remember information specific to a given user. Rainstone.co places both permanent and temporary cookies in your computer's hard drive. Rainstone cookies do not contain any of your personally identifiable information.
- Security Precautions** Our site has stringent security measures in place to protect the loss, misuse, and alteration of the information under our control. Whenever you change or access your account information, we offer the use of a secure server. Once your information is in our possession we adhere to strict security guidelines, protecting it against unauthorized access.
- Choice/Opt-Out** Rainstone.co provides all users with the opportunity to opt-out of receiving non-essential (promotional, marketing-related) communications from us on behalf of our partners, and from us in general, after setting up an account.
- Questions?** Questions regarding this statement should be directed to the following address: Contact@rainstone.co