

FREQUENTLY ASKED QUESTIONS (FAQS)

1. What is Navrathan Saving Scheme?

It is a Jewellery purchase plan where the customer has the option to choose between 3 uniquely designed installment option (Swarna , Shresth & Sampurna) to buy jewellery of their choice from the listed Navrathan Stores.

2. What is the term duration of Navrathan Saving Scheme?

Navrathan Saving Scheme offers 3 different Plan (Swarna , Shresth & Sampurna) and the term duration is 11(eleven) months for these plans.

3. How much do I pay monthly?

- **Swarna Plan** - Customer can choose a minimum amount of 5000 & above in multiple of thousands into 11(eleven) fixed/ monthly installment payment.
- **Shresth Plan** - Customer can choose a minimum amount of 2,500 & above in multiple of five hundred into 11(eleven) fixed / monthly installment payment.
- **Sampurna Plan** - Customer can choose a minimum amount of 5000 & above in multiple of thousands into 11(eleven) fixed / monthly installment payment.

4. How do I pay the monthly installment & what mode of payment options is available?

It is advisable to make the monthly installment payments on or before 10th of every month. Payments can be made by Cash/Debit Cards/Credit Cards/Net Banking/UPI.

5. Will GST be applicable?

Yes, GST will be applicable at the time when the customer redeems the advance amount aggregate and purchase from Navrathan Jewellers.

6. What if I missed out paying the monthly installment payment?

Monthly installment payment beyond the stipulated period and payment for more than one month will not be allowed. The plan will be discontinued if in case advance payment for consecutive 3 (three) months is not paid.

7. What if I buy for the amount exceeding to the advance payment upon maturity?

- Customer will enjoy the full benefit for the aggregate value/Gold weight accumulated according to the chosen plan. For the extra purchase made, regular charges will be applicable however, our customer can avail the seasonal offer benefits if any for the extra purchase made or get the best deal applicable on the day of purchase.
- **Ex: Swarna** - The accumulated weight 12.86 grams, selected Jewellery weight is 20.52 grams, Then the member will be eligible for flat 50% off on VA/Making Charge for 12.86 grams only and the balance weight of 7.66 full Making charges to be paid by the Customer.
- **Ex: Shresth** - If customer choose to buy Diamond Jewellery then, he/she will be eligible to avail Double bonus according to their Plan. If customer choose to buy Gold Jewellery then he/she will be eligible to avail a Single bonus according to Plan. If customer choose to buy Silver Jewellery/article then he/she will be eligible to avail 50% of one month advance payment
- **Ex: Sampurna** - The accumulated weight 12.86 grams, selected Jewellery weight is 20.52 grams, Then the member will be eligible for flat 100% off on VA/Making Charge for 12.86 grams only and also get upto 15% off on V/A making charge of remaining weight to be paid by the Customer.

8. What if I do not redeem the whole amount accumulated?

Partial redemption is not allowed and refund in any case will not be applicable.

9. What time after maturity should I purchase?

Customer has to redeem the advance payment within the end of 11th month in Swarna & Shresth and after the 30th day from the 11th month advance payment done for Sampurna.

10. Can my family member or a friend redeem the advance payment of my behalf?

The applicant is the authorized person to redeem, however the customer may authorize any family member or a friend by submitting a hand written authorization letter with the details of person who would redeem the advance payment.

11. What happens if I do not redeem within the given time?

In case if the member does not redeem the scheme within the stipulated time, we shall refund the aggregate amount to the member's bank account.

12. Is pan card mandatory to enroll for the plan?

Yes.

13. Will I get a receipt if I make online payment?

Customer can provide the payment details to any of the listed Navrathan branch and collect the payment receipt.

14. How can I track the term of the plan paid or view the payment details of monthly advance paid?

Download and register to Navrathan Jewellers app or login to navrathan.com

15. Can I enroll to any plan in my child's name who is a minor?

Yes you may enroll for Navrathan Saving Scheme in a minors name however providing parent/guardian's name shall be mandatory and the person authorized to redeem upon maturity shall only be the parent/guardian.

16. Can I club this plan along with Navrathan seasonal offer and redeem?

Navrathan Saving Scheme cannot be clubbed with any of the seasonal/anniversary offers announced by Navrathan. However you may only get either of the benefit not both.

17. Can I buy Gold coins?

Member can only buy 22KT gold jewellery and silver jewellery/articles.

18. Will I get a membership card?

Yes once you enroll for Navrathan Saving Scheme (Swarna, Shresth & Sampurna) Navrathan Jewellers will issue a membership card and monthly passbook.

TERMS & CONDITIONS

- Members can purchase Gold, Diamond, Platinum or Silver Jewellery (Except bullion, gold/silver coins) within 12th months after completion of the plan period without any default delay in the monthly payment.
- No discounts will be allowed on pre-closure of plan by the members and they will be allowed to purchase gold jewellery only for amount they have paid.
- No cash refund will be made under any circumstances.
- The 1st Installment shall be paid along with a completely filled application form. Subsequent Installments can be paid in CASH / CROSSED CHEQUES / CREDIT / DEBIT Cards in favour of Navrathan Jewellers Pvt. Ltd.,
- Post dated cheques shall be accepted. Out-stations cheques will not be accepted. Service charges (as applicable) may be levied on all dishonoured cheques.
- In case of default of payment by the customer, he/she will not be entitled for discount.
- The maturity date will be 30 days from the date of payments (in our account) of the last advance payments. Customers are advised to redeem the plan amount within 3 days of the date of maturity.
- Monthly advance shall be paid before the 10th of every month, failing which it will be credited for the subsequent month.
- Rate / Value addition / Wastage / Making charges / Stone charges and tax surcharges will be levied as applicable at the time of sale.
- Customer should carry their pass book to the showroom every time they pay their advance and get the same updated. Customer should also request the receipt for the same.
- NIPL reserves the right to issue a duplicate passbook in the event of loss of original pass book. Duplicate pass book shall be issued only if the customer provides an Indemnity letter / Identity proof along with all the receipts issued to him/her.
- The above plan is valid for 11 months and shall be terminated at the end of 12th month irrespective of the number of instalments paid by customer. If the customer fails to pay by 11 months, he or she shall be entitled to a discount on the final sale bills. Dependency on the number of instalments paid by him or her. For example, if a customer starts the plan on 1st January the above plan terminates on 31st December. If the customer happens to pay 8 months instead of 11 months, the discount amount shall be calculated as follows 5000 x 8/11 & 2000 x 8/11.
- Customers shall provide a copy of valid photo identity proof such as Driver's Licence, Passport, Ration Card, Election Card or PAN Card for authentication at the time of redemption.
- NIPL reserves the right to alter, amend, add or delete part or whole of the privileges of the plan without prior notice of the customer.
- Any conditions which are especially not covered along, would be at the sole description of the Company at the time of transaction. The decision of the Company in this regards would be deemed as irrevocable and final.
- In case of any changes in existing laws, rules, acts, etc., by any regulatory authority, necessary requirements as per the same have to be complied by the customers.
- Customers are requested to adjust the Savings plan amount from the same branch of enrollment. Customers have to make sure that the advances are adjusted are within 12 months from the date of enrollment i.e., they have to purchase within 12 months of the date of enrollment.

All disputes, If any shall be subject to Bengaluru Court's Jurisdiction.

Join My Navrathan My Choice account on mobile app!

STEP 1

Download the Navrathan Jewellers app on your mobile phone from the App store or Google Play.



STEP 2

Log in to your account



STEP 3

Pay your monthly installment.



Scan the QR code to pay online



You can also pay online through www.navrathan.com

Write us : savingscheme@navrathan.com



Make most of our special purchase plan



NAVATHAN™
Everything you treasure

MG ROAD
Tel : (080) 25584346

JAYANAGAR
Tel : (080) 49425500-55

RAJAJINAGAR
Tel : (080) 23019400-405

C.T. STREET
Tel : (080) 41253209

SWARNA

Duration period:

11 months, Fixed and saving scheme, payment for a minimum of Rs. 5,000/- (Rupees Five thousand) or above (in multiples of one thousand) thereof for 11 months. The weight of 22 Karat gold equivalent to the value of the Installment will be credited to your "SWARNA" plan account for the amount paid month on month as per the prevailing rate on the day of payment received by Navrathan. An individual can make monthly contributions in our plans as follows. Under "SWARNA" plan the member can purchase 22 Karat Gold Jewellery at the end of 11th month with benefit (accumulated weight of Gold) for which customer can avail flat 50% off on Value addition/ Making charge.

Example:

Exclusively for 22 Karat BIS Hallmarked Gold Jewellery Purchase

Installment Advance Amount	Month on Month	Prevailing Gold Rate on the day of payment	Gold weight Credit-22Karat BIS Hallmarked
₹ 5,000	1st month	₹ 5,440	0.919 grams
₹ 5,000	2nd month	₹ 5,410	0.924 grams
₹ 5,000	3rd month	₹ 5,450	0.917 grams

Advantage:

At the end of 11 months, on the accumulated weight of Gold, avail flat 50% off on value addition/Making charge on your choice of 22 Karat BIS Hallmarked Gold Jewellery.

SHRESTH

Duration period:

11 months, Fixed and Savings scheme, payment for a minimum of Rs. 2,500/- (Rupees Two thousand Five hundred) or above (in multiples of five hundred) thereof for 11 months. The member can purchase "Diamond Jewellery" at the completion of 11 month (after 30 days from the date of payment of the 11 month) and avail the benefit equivalent to two months of advance amount / discount. Or, the member can purchase 22 Karat BIS Hallmarked "Gold Jewellery" and avail the benefit of one month's advance amount / discount. Or, the member also can purchase "Silver Jewellery / Articles" and avail the benefit of 50% of one month's advance amount.

Example:

Diamond Jewellery Purchase

Installment Advance Amount	Discount/Benefit	Total
₹ 2,500x11 = 27,500	₹ 5,000	₹ 32,500
₹ 5,000x11 = 55,000	₹ 10,000	₹ 65,000

The member can purchase certified Diamond Jewellery after the completion of 11 months with benefit of two months advance amount / contribution as discount.

Gold Jewellery Purchase

Installment Advance Amount	Discount/Benefit	Total
₹ 2,500x11 = 27,500	₹ 2,500	₹ 30,000
₹ 5,000x11 = 55,000	₹ 5,000	₹ 60,000

The member can purchase 22 Karat BIS Hallmarked Gold Jewellery after the completion of 11 months with benefit of one month's advance amount / contribution as discount.

Silver Jewellery / Articles Purchase

Installment Advance Amount	Discount/Benefit	Total
₹ 2,500x11 = 27,500	₹ 1,250	₹ 28,750
₹ 5,000x11 = 55,000	₹ 2,500	₹ 57,500

The member can purchase silver jewellery/articles and avail the benefit of 50% of one month's advance amount.

Advantage:

The member can purchase Diamond Jewellery after the completion of 11th month with benefit of two months advance amount / contribution as discount OR the member can purchase 22 Karat after the completion of 11th month with benefit of one month's advance amount / contribution as discount.

SAMPURNA

Duration period:

11 months, Fixed and saving scheme, payment for a minimum of Rs. 5,000/- (Rupees Five thousand) or above (in multiples of one thousand) thereof for 11th months. The aggregate of monthly payment can be redeemed at the end of 11th month with full benefit. The member can purchase BIS Hallmarked 22Karat Gold Jewellery with benefit up to 15% off on value addition/ Making charge.

Example:

Exclusively for 22 Karat BIS Hallmarked Gold Jewellery Purchase

Installment Advance Amount	Prevailing Gold rate on the day of billing	Eligible weight	VA/Making charge/ weight selected jewellery	Total/ Balance
₹ 5,000x11 = 55,000	₹ 5,745	₹ 55,000/₹ 5,745 = 9.573 gram	Making charge/VA 24% wt 12 gram	9.573 gram VA nil 2.427 gram VA 24%
₹ 20,000x11 = 2,20,000	₹ 5,700	₹ 2,20,000/₹ 5,700 = 38.596 gram	Making charge/VA 28% wt 52 gram	38.596 gram VA nil 13.404 gram VA 28%

Advantage:

At the end of 11 months, Advance payment can be redeemed in terms of Gold on the prevailing gold rate on the day of billing of which customer can avail a benefit of flat 100% off on accumulated gold VA/Making charges. Also get special discount upto 15% off on VA/Making charge of remaining weight.

