

Karvi Jewellery
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@karvijewelry
Tirtayasa VII no. 7
Jakarta Selatan, Indonesia



TERMS AND CONDITIONS

ORDERS AND PAYMENT

- Any order is considered valid when Karvi Jewellery has provided an invoice with detailed specifications of the jewellery to the customer, and the customer has made down payment to Karvi Jewellery.
- If any design changes is made after down payment, Karvi Jewellery may charge the customer for additional material or service needed, such as diamond weight upgrade, diamond additions, engraving, etc. The additional charge will be accumulated in the remaining payment.
- Down payment is made with 50% of the total price.
- Remaining payment will be made during product pick up at Karvi Jewellery gallery, or before product is sent by RPX courier (for outside Jakarta area), or when product is delivered by Karvi Jewellery staff.
- All payments can be made via transfer, debit card at Karvi Jewellery gallery, or credit card at Karvi Jewellery gallery.
- Orders with GIA diamonds will take 2-4 working weeks to complete.
- Orders with gemstones and lab grown diamonds will take 4-6 weeks to complete.
- All orders above IDR 18.000.000 will be complemented with Karvi signature flower box. Orders below IDR 18.000.000 may order Karvi signature flower box with additional IDR 400.000.

DELIVERY

- For Jakarta area only, if customer wishes to have the jewellery delivered to his/her doorstep by Karvi staff, additional delivery fee will be charged according to the address.
- For regions outside Jakarta, all deliveries will be accommodated using RPX courier, and delivery fee will be charged to the customer.

DESIGN SKETCH

- Any custom order with design that is not part of Karvi Jewellery's portfolio or sample will be sketched by Karvi Jewellery.
- Sketch includes front, side, and bottom sides of the jewellery.
- Minor design revisions are allowed to perfect the jewellery design suited to the customer's preferences.
- After the sketch is approved by the customer, Karvi Jewellery will proceed to production phase.
- Sketch will take place up to 10 working days.

RETURNS

- All jewellery purchased from Karvi Jewellery are unreturnable or exchangeable.

RESIZE

- After 7 days of payment completion, all our rings are still available for free resizing. Beyond 7 days, resizing service will still be available under paid repair services.
- Resize service will take place from 3 to 7 working days.

REPAIR and REDESIGN

- At the discretion of Karvi Jewellery, a jewellery will be repaired or replaced if any manufacturer defects are found in the first 6 months from the date of the purchase. Normal wear and tear and customer abuse is not covered under warranty.
- Any revision of design is not allowed after payment is completed.
- Redesigning the jewellery is acceptable with additional redesign fee of IDR 750.000 excluding any material cost needed.