

**Effective Date: [07/07/2025]**

*“To define clear guidelines for processing refunds while maintaining compliance with trade regulations and protecting against fraudulent claims in diamond transactions.”*

### **1. Eligibility and Scope of Refunds**

#### ***1.1 Qualifying Circumstances for Refunds***

Refunds will only be issued under the following specific circumstances:

- Physical damage to the diamond during transit that renders the product unsuitable for its intended purpose

Material misrepresentation of diamond characteristics as confirmed by gemological verification, including but not limited to:

- Undisclosed brown tint or hue in diamonds represented as colorless
- Significant variance in clarity characteristics from what was represented

Carat weight discrepancy from stated weight

#### ***1.2 Non-Refundable Situations***

The following scenarios do not qualify for refunds:

- Shipping of incorrect items (correct item will be shipped at our expense)
- Certification discrepancies (corrected documentation will be provided)
- Customer preference changes or general dissatisfaction without material defect
- Custom or special order items created to customer specifications

### **2. Refund Request Process and Timelines**

#### ***2.1 Damage Reporting Protocol***

Customers must adhere to strict reporting timelines:

- Damage claims must be reported within 12 hours of delivery confirmation

Initial notification must include clear photographic evidence of:

- The damaged item in its received condition
- Original packaging showing tamper evidence

- All accompanying documentation

### **2.2 Return Procedures**

- Approved returns must be shipped back within 7 calendar days of claim approval
- Items must be returned in their original, unaltered condition
- Return shipments require professional packing equivalent to original standards

### **2.3 Inspection and Verification Process**

All returned items undergo rigorous examination:

- Primary inspection by certified gemologists (GIA/HRD certified)
- Secondary verification through Gemprint technology
- Final approval by inventory control team

Complete process completed within 3-5 business days of receipt

## **3. Refund Processing and Financial Considerations**

### **3.1 Refund Methodology**

- Approved refunds processed exclusively via bank transfer

Processing timeline subject to:

- Financial institution policies
- International transfer regulations
- Compliance verification procedures

### **3.2 Financial Responsibilities**

- **SimStar Asia Limited** covers all return shipping costs for verified damage claims ( may change as per the discretion of the business )

Customers bear responsibility for:

- Insurance deductibles (if applicable)
- Any customs duties or taxes incurred during return process (if applicable)

### **4. Special Case Protocols**

#### **4.1 High-Value Items**

Additional verification requirements apply:

- Mandatory third-party laboratory verification
- Dual approval system requiring two senior gemologists
- Full Gemprint documentation comparison
- Physical inspection under controlled conditions

#### **4.2 Customs-Related Issues**

For shipments rejected by customs:

- Immediate reprocessing with corrected documentation
- No additional shipping charges for reshipment
- Expedited handling for time-sensitive deliveries

#### **4.3 Exchange Policy**

- No direct exchanges permitted
- Full refund must be processed before new purchase
- Separate transaction required for replacement items

### **5. Claims Submission and Communication**

#### **5.1 Refund Request Procedure**

All refund requests must be submitted through official channels:

- Primary method: Email to [\[info@simstar.co\]](mailto:info@simstar.co)

Required information:

- Original invoice number
- Detailed description of issue
- Supporting visual documentation
- Receiving documentation



## SimStar Asia Limited – Refund Policy

### 6. Policy Compliance & Updates

- All disputes governed by the respective country jurisdiction from where the Sale was initiated or as per the company legal advice
- Revisions communicated via email/website (30-day notice)

### 7. Policy Updates and Version Control

We maintain a public changelog of policy revisions:

**Version : 01**

**Date : 07-07-2025**

Material changes will be notified via:

- WhatsApp business messages
- Email announcements
- Website banners (30 days prior)

### 8. Contact Information and Complaints

Support : Mr. Samkit Shah

Email: [samkit.shah@simgems.com](mailto:samkit.shah@simgems.com)

Phone: [+91 7977705723 ]

Registered Office:

**SimStar Asia Limited**

**18/F, The Cameron, 33 Cameron Street,  
TST, Kowloon,  
Hong Kong**

This comprehensive policy ensures full transparency about our data practices while meeting the highest standards of global compliance. For any clarification, please contact at

[\[info@simstar.co\]](mailto:info@simstar.co).

☎ +852-9886-9693

✉ [support@simstar.co](mailto:support@simstar.co)

🌐 [www.simstar.co](http://www.simstar.co)

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<b>DATE</b>	07-07-2025
<b>CREATED BY</b>	YASHWANTH RAVI
<b>APPROVAL DATE</b>	07-07-2025
<b>APPROVED BY</b>	AJAY PAUL,SAMKIT SHAH