**CSJ E-GOLD TERMS AND CONDITIONS FOR GOLD/SILVER**

1. **CSJ E-GOLD DETAILS**

CSJ e-Gold is a safe and transparent platform offered by “Chandukaka Saraf Jewels” (Hereinafter referred to as **‘CSJ’**) that enables Applicant to purchase gold for as low as INR 500 or 0.100 Grams and Silver for as low as INR 500 or 5.00 Grams which is then stored in secure vaults under Applicant’s ownership. CSJ e-Gold is neither financial product nor a deposit but a method of purchasing gold/Silver for Applicant’s personal needs. The gold is 24 carat 999 purity and Silver of 100% purity. The gold/silver purchased by the Applicant on CSJ e-Gold platform will be purchased on Applicant’s behalf on the basis of complete payment being made by the Applicant for the transaction.

1. **ESSENTIAL DOCUMENTS AND BANK ACCOUNT REQUIRED**

Any Indian resident who is not a minor and possesses a valid PAN Card and a Bank Account in their name can enroll for CSJ e-Gold. KYC documents shall be required where the transaction amount exceeds INR 2 lakhs.

1. **REQUIREMENT FOR KYC**

The security of Applicant’s gold/silver is considered and treated as top priority of CSJ, Hence CSJ continuously works to improve these aspects. CSJ thrives to prevent the misuse of Applicant’s account or unauthorized access to Applicant’s gold/silver, Therefore the necessary

KYC documents are required for security purposes of Applicant’s gold/silver.

This will ensure a much safer experience for the Applicant, while also allowing the Applicant to buy, sell gold/silver with confidence.

1. **NOMINATION**

Nomination by the Applicant is mandatory. The nominees age must be 18 Year old & above.The Applicant can nominate any relative or any third party who shall receive redemption of physical gold coins / bars / bricks in case of death or inability of the Applicant to remain present personally.

1. **REDEMPTION OF PHYSICAL GOLD/SILVER COINS / BARS / BRICKS OF APPLICANT BY LEGAL HEIRS IN CASE OF DEATH OR INABILITY** **OF THE APPLICANT**
2. In case of death of the Applicant, the legal heirs will be able to collect the gold/silver coins / bars / bricks by showing valid will of the Applicant or in case of the Applicant dying intestate a Succession Certificate from a competent Court and the proof of identity of Legal Heir along with the original / notarized copy of the death certificate.
3. In case of inability of the Applicant to remain present personally the legal heirs or any third party of the applicant who are nominated under the **CSJ e-Gold scheme shall be eligible to get redemption** the gold/silver coins / bars / bricks by showing valid authority letter signed by the Applicant and executing an indemnity bond in favor of CSJ to indemnify CSJ if Applicant claims that the person getting redemption was not authorized by the Applicant for any reason whatsoever.
4. **MINIMUM AND MAXIMUM AMOUNT OF GOLD UNDER CSJ E-GOLD SCHEME**

Applicant can buy any quantity of gold with CSJ e-Gold starting with minimum amount of INR 500 or 0.100 grams for gold & minimum amount of INR 500 or 5.00 grams for Silver. The applicant can apply for a maximum value of Gold/Silver valued at Rs 500000.00 subject to the completion of KYC verification for Applicant’s account.

1. **GOLD/SILVER PRICING ON THE CSJ E-GOLD PLATFORM**

CSJ Gold/Silver prices are linked to international market. CSJ e-Gold rates are available for 24-hours a day.

The available rate on CSJ e-Gold platform is for 24 karat 9999 purity of gold & 100% purity of Silver.

1. **LIVE PRICE VALIDITY FOR COMPLETING A TRANSACTION**

The live price will be valid for 2 minutes from the time the Applicant opts to buy the gold/silver under CSJ e-Gold. In case Applicant could not complete the transaction during this mentioned time window, Applicant will be redirected to the new live price, at which point Applicant can restart the transaction to make a fresh offer to buy.

1. **CREDIT INTO GOLD/SILVER ACCOUNT OF APPLICANT ON PURCHASE OF GOLD/SILVER**

After successful completion of transaction, Applicant will get a confirmation message on the portal and will receive a receipt on Applicant’s registered email-id. Gold/Silver in grams up to 3 decimal places shall be credited to Applicant’s account and Applicant’s vault quantity balance shall be updated.

1. **SAFE CUSTODY OF GOLD/SILVER PURCHASED BY APPLICANT**

The gold/silver that Applicant buys online is allocated under Applicant’s direct ownership and stored within fully insured, certified vaults located on highly secure premises of CSJ.

1. **CANCELLATION OF PLACED ORDER**

Once the order of purchasing gold/silver under CSJ e-Gold scheme has been successfully placed by the Applicant, the order cannot be canceled and amount cannot be refunded by CSJ to the Applicant.

1. **MODES OF PAYMENT ACCEPTED ON THE CSJ e-Gold PLATFORM**

Applicant can make the payment through different payment modes like net banking, UPI, debit/credit cards as accepted on the partner platform.

1. **INCLUSION OF GST IN THE PRICE QUOTED & ADD GSTINON THE CSJ e-Gold PLATFORM**

The price quoted on the CSJ e-Gold platform is inclusive of GST. CSJ e-Gold Platform is only for Individual purpose. Hence, The Applicant don't have an option to add GST number during any transaction.

1. **VIEWING RECEIPT AND HOLDING STATEMENT**

Invoice/Receipt shall be available by clicking on the transaction number and will also be sent on registered email/WhatsApp/SMS after each successful transaction. Additionally the account statement can be view on CSJ e-Gold Platform.

1. **MAXIMUM PERIOD FOR WHICH GOLD/SILVER CAN BE STORED WITH CSJ E-GOLD**

There is no maximum limit for time period up to which Applicant’s gold can be stored with CSJ e-Gold.

1. **SELLING OF GOLD/SILVER ACCUMULATED IN CSJ E-GOLD BY THE APPLICANT**

Applicant can sell back CSJ e-Gold at the sell price which is displayed on the e-Gold portal on a real- time basis. There are no additional charges.

Applicant is allowed to sell only the gold/silver bought from CSJ e-Gold using CSJ e-Gold platform after 48 hours from the purchase time for security reasons. To sell gold/silver, Applicant can enter the amount in rupees or quantity of gold/silver in grams. Applicant will be required to fill in the bank details, which will be verified. Bank account should be in the name of the Applicant. Upon verification and the sell transaction being successful, the sale proceeds will be credited to Applicant’s verified bank account within 2 - 3 bank working days.

Applicant’s Gold/Silver account holdings should be equal to or higher than the quantity which Applicant offers to sell.

1. **DIFFERENCE BETWEEN CSJ E-GOLD SELLING PRICE AND CSJ E-GOLD PURCHASE PRICE**

Gold/Silver like any other commodity, which is tradable has a buy-sell difference. The difference in digital gold purchasing and selling prices is due to 3% GST and other handling and processing charges. When the Applicant sells the gold/silver back, the gold/silver is sold back to institutional participants in the wholesale bullion market, where the buyback rate is lower than the selling rate – this is referred to as the buy-sell spread / difference. In addition to the buy-sell spread / difference in the commercial bullion market, GST is added to the purchase price, but it is not levied on any sale transactions. Further, there are charges incurred on the payment gateway, trustee, insurance and custodian fees which also contribute to the difference in purchase and sale prices.

1. **DELIVERY REQUEST OF CSJ E-GOLD**

The Applicant can request delivery of the CSJ e-Gold bought from the platform in the form of gold coins / bars / bricks and they shall be delivered at Applicant’s doorstep. The Applicant can request the delivery by paying a nominal making and delivery fee. Since delivery of fractional multiples of gold is not feasible, the Applicant can request for the delivery of gold in the multiple of 1 grams of gold. Applicant can select the quantity and denomination of the gold which the Applicant wish to withdraw from the available options of coins. Each coin will have different making charges, based on the weight and design of the coin. The CSJ e-Gold platform maintains a list of serviceable pin codes and prior to making any purchase, Applicant will be informed whether their pin code is serviceable by CSJ logistics partner or not.

1. **DELIVERY OF PURCHASED GOLD/SILVER ON E-GOLD PLATFORM.**

Request of physical delivery of gold/silver purchased on e-Gold Platform is not available in CSJ Platform & under no circumstances can the customer claim for a physical delivery.

All Buying & Selling transaction will be done digitally on CSJ e-Gold Platform only.

1. **CONTACT IN CASE OF ANY QUERIES OR PROBLEMS**

In case of any queries or problems the Applicant can write to CSJ at following email address **egold@csjewellers.com**. Applicant can also call CSJ on +91 7030255999.

1. **PROCEDURES**

Various procedures to be followed under the CSJ e-Gold platform for Creation of inventory, Sale of e-Gold by CSJ, Purchase by customer, Increase inventory w.r.t. customer's balance with CSJ under e-Gold, IMPS payments by CSJ are mentioned in Annexure attached to these terms and conditions. The same are shown to the Applicant and the Applicant agrees to all the said procedures to be followed by CSJ and the Applicant for transactions done under CSJ e-Gold platform.

1. **INDEMNITY**

The Applicant hereby indemnifies and agrees to keep indemnified and hold harmless CSJ, from and against all claims and all direct losses, liabilities, obligations, damages, expenses, costs and legal proceedings (including without limitation reasonable legal fees) brought against or suffered by CSJ or any of its respective officers, directors, employees or agents, resulting from, arising out of or relating to:

* + 1. A breach or non-performance by the Applicant of any of the terms and conditions mentioned hereinabove
    2. A breach or non-performance by the Applicant of any of his / her representations, warranties, covenants and/or assurances contained herein;
    3. Failure by the Applicant to perform any of its obligations contained herein;
    4. A breach or non-performance by the Applicant of any law, rule, regulation, notification or other statutory or legal provisions or requirements; or
    5. Any willful misconduct or negligent acts by the Applicant or any of his legal heirs or nominees.
    6. All illegal claims for redemption of gold by the nominees of the Applicant.
    7. Legal claims by any third party claiming that unauthorized money (like money from theft, corruption money, black money etc.) was used for purchasing gold on CSJ e-Gold platform by the Applicant.

1. **DISPUTE RESOLUTION, JURISDICTION AND GOVERNING LAW**
2. In case of any dispute arising between CSJ and the Applicant with regards to anything related to or collateral to the subject matter of the terms and conditions, the same will be subject to Courts of Pune Jurisdiction for all purposes.
3. Terms and Conditions shall be governed by and construed in accordance