

1.This is a Muthoot Exim GV/GC (Gift Voucher/Gift Card) that will be accepted only on the website: <https://buygold.muthoot.com>2.The GV/GC is redeemable on all articles available on the mentioned official website.3.The GV/GC cannot be revalidated once expired or canceled under any situation. 4.The GV/GC is redeemable only for the assigned value.5.The GV/GC cannot be en-cashed under any circumstances.6.The GV/GC is Non-transferable and Non-refundable.7.The Gift Voucher is valid for Six months from the date of issue.8.No replacement or compensation is permissible for lost/stolen GV/GC.9.The differential amount shall be paid by the user through online mode if the value of the product purchased is more than the GV/GC value.10.No partial redemption or refund of the differential amount is allowed in case the value of the product purchased is less than the GV/GC value.11.The user shall produce valid government ID proof while collecting the product. The product will be delivered to the right owner only after verifying the Photo ID.12.Muthoot Exim reserves the right to renew/amend the terms and conditions at any time as per the company policy.13.Once the redemption request is received by the Merchant then the following shall be the timelines for the dispatch of the products to End Customers:(a) If the product selected by the End Customer is gold or silver coins, the same shall be dispatched within 10 days; and(b) If the product selected by the End Customer is gold jewelry or silver articles, the same shall be dispatched within 15 days.