

FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

1. WHO CAN BUY FROM WWW.TANISHQ.CO.IN?

To be able to shop at www.tanishq.co.in, you should be above 18 years of age and legally allowed, by the laws governing your land, to shop in India.

You need to have a valid credit card or debit card (VISA or MASTERCARD) issued by a reputed bank.

We currently deliver to select cities in India. [Click here](#) to check [Pin Codes](#) we deliver to.

2. HOW DO I BEST VIEW YOUR SITE?

Our site is compatible for all Windows and Mac operating systems and can be viewed using the latest stable versions of any of the following browsers. The site is optimized for 800 X 600 resolution.

1. Internet Explorer
2. Mozilla Firefox
3. Google Chrome

3. HOW DO I CONTACT YOU REGARDING MY ORDER?

To contact us, please visit www.tanishq.co.in and go to "contact us" page.

QUESTIONS ON REGISTRATION

1. DO I NEED TO REGISTER TO BE ABLE TO SHOP AT WWW.TANISHQ.CO.IN?

Yes you are required to register to be able to shop at www.tanishq.co.in.

2. ARE MY PERSONAL DETAILS SECURED?

Please refer our [Privacy policy](#) and [Safe Shopping with Tanishq](#) commitment.

3. IS THERE ANY CHARGE FOR REGISTRATION?

No, registration on www.tanishq.co.in is absolutely free of cost.

4. WHAT DO I DO IF I FORGET MY LOGIN ID & PASSWORD?

Go to Login tab on the landing page of www.tanishq.co.in. Click on Forgot Password Tab, and enter your email id. Your login id and password shall be emailed to your email id immediately.

5. HOW DO I CHANGE MY PASSWORD?

You can change your password in the [My Info](#) section

6. CAN I EDIT MY PERSONAL DETAILS

Yes, most of your personal details are editable. It can be done in the section under edit profile tab. However, you will not be able to modify your Title, Name, and Date of birth

7. HOW CAN I CHANGE MY EMAIL ADDRESS?

You can modify your e-mail address in the [My Info](#) section.

8. IS EMAIL ADDRESS MANDATORY WHEN REGISTERING?

Yes. Your email ID is the mandatorily required for registration.

9. CAN I HAVE MULTIPLE ACCOUNTS LINKED TO THE SAME EMAIL ID?

No, you can have a single email id linked to a single account only.

10. CAN I EDIT MY TITLE, NAME AND DATE OF BIRTH AFTER GETTING REGISTERED?

No, we donot allow you to edit your title, name and date of birth.

11. WHAT IF I HAVE ENTERED MY TITLE, NAME AND DATE OF BIRTH DURING REGISTRATION? AND WANT TO RECTIFY THE SAME?

You cannot edit your title, name and date of birth once you have successfully registered, however you can create a new account with the correct details.

QUESTIONS ON MERCHANDISE

12. IS THERE ANY DIFFERENCE BETWEEN THE MERCHANDISE SOLD AT WWW.TANISHQ.CO.IN AND TANISHQ RETAIL STORES?

www.tanishq.co.in offers the same quality of merchandise as sold in Tanishq retail stores. However, we are currently not offering the complete range of products available in our retail stores, on our website, though we are continually expanding the range.

13. WHAT TYPE OF PRODUCTS DO YOU SELL ON-LINE?

Currently we sell finger rings, ear rings, pendants and chains, however it's our constant endeavor to expand the product range.

14. CAN YOU ARRANGE FOR THE DELIVERY OF A PRODUCT WHICH IS AVAILABLE IN OUR PHYSICAL STORE BUT NOT AVAILABLE ONLINE?

We can only deliver products which are featured on the website and available in stock.

15. HOW DO I UNDERSTAND WHICH FINGER RING SIZE WILL FIT ME? DO YOU HAVE A SIZE CHART?

Yes you could download our ring sizer and follow the instructions.

16. I SEARCHED ONLINE, BUT I CAN'T FIND THE ITEM WHICH I SAW IN ONE OF YOUR RETAIL STORES.

It is possible that you may not find an item you saw in the store, since it could have gone out of stock, or it may not be a part of our online range at present.

17. WHERE CAN I FIND / SEARCH A PARTICULAR PRODUCT?

You can directly search for the product you are looking for through the search field provided on every page. Alternatively you can navigate through our site map for categories in which you are most likely to find your desired product.

18. WHAT IS THE GUARANTEE FOR YOUR PRODUCTS?

All tanishq products come with a certificate of authenticity backed by the Tata Guarantee.

19. IS THERE A PRICE DIFFERENCE BETWEEN THE RETAIL STORE AND THE ONLINE STORES?

Yes, there could be a difference in the price of the product sold online compared to our retail stores.

20. DOES THE PRICE OF THE PENDANT INCLUDE THE CHAIN AS SHOWN IN THE IMAGE?

No. the chain has been used only for aesthetic purposes. The price of the pendant doesn't include the chain as shown in the image. The chain needs to be bought separately.

21. CAN I PLACE AN ORDER FOR PRODUCTS WHICH ARE NOT CURRENTLY BEING SOLD ONLINE?

Currently we donot take an order through the online system, however you could place an order by walking into the nearest Tanishq Boutique.

QUESTIONS ON ORDER PROCESSING

22. HOW CAN I INQUIRE ABOUT THE STATUS OF MY ORDER?

You can track the status of your order by logging in and clicking on [Order Status](#).

23. HOW LONG DOES IT TAKE FOR MY ORDER TO REACH?

Please refer to our [Free Shipping Policy](#) for complete details.

24. WHAT IS THE DIFFERENCE BETWEEN BILLING ADDRESS AND SHIPPING ADDRESS?

Billing Address is the address where a customer gets his bills from the credit card company. Shipping address is the address where the customer wants to receive the shipment.

25. HOW DO I CORRECT THE INFORMATION THAT WAS INCORRECTLY ENTERED?

Simply go to [My Info](#) after logging in and make the necessary changes.

26. CAN I ADD OR REMOVE A PRODUCT FROM MY ORDER AFTER THE ORDER IS PLACED?

No, you cannot, but you can call our customer service to help you in this case.

27. WHAT HAPPENS IF MY ORDER IS LOST IN TRANSIT?

If a shipment is lost in transit, we wait for 15 days and then reprocess/reship the order.

28. HOW DO I KNOW THAT MY GIFT HAS BEEN SHIPPED?

You'll receive an automated email & SMS confirmation as soon as your order is shipped.

29. HOW DO I CHECK THE CURRENT STATUS OF MY ORDER?

When you place an order with us, you create a login id & password during the registration process. You can use the

same to access your account to check your order status.

30. HOW DO I FEEL SURE THAT YOU HAVE CORRECTLY REGISTERED THE ORDER PLACED?

You can log in and go to order info tab and view your order details.

31. CAN I SEND A PERSONALIZED MESSAGE WITH THE GIFT?

Yes, we provide you with that option, while placing an order.

QUESTIONS ON SECURITY

32. IS MY CREDIT / DEBIT CARD SECURE WHEN I USE IT ON YOUR WEB SITE?

We at Tanishq are concerned about the safety and security of our customers. Accordingly, we have put a number of technological protections in place to ensure that our transaction process is extremely safe and that our customers' information is secure. For enhanced security www.tanishq.co.in does not accept any financial information on its servers. All such information entered by you is directly received through our payment gateway and are then transmitted to your banks servers. All this is done through industry standard encryption protocol known as Secure Socket Layer (SSL). Majority of online transactions are completed without incident. However, please keep in mind that customer protection is a two-way street. When buying on any online venue, caution must always be practiced. Following are some guidelines that you should follow to ensure safe and secure online shopping experience.

33. SAFETY AND SECURITY TIPS

1. Protect your passwords.
 1. If using a public computer or terminal, always log out when you complete an online session.
 2. Keep your passwords private. Remember, anybody who knows your password may access your account.
 3. When creating a valid password, use letters and numbers only and it should be 6-15 characters long. A combination of letters and numbers is best. Do not use dictionary words, your name, e-mail address, or other personal information that can be easily obtained. It is also recommended that you frequently change your password.
 4. Avoid using the same password for multiple online accounts.
2. Be wary of unsolicited e-mail and telephone contacts.
 1. Tanishq.co.in will never e-mail or call a customer and ask that they disclose or verify their www.tanishq.co.in password, credit card, or banking account number. Such information should only be submitted on the web page forms, when completing an order on www.tanishq.co.in or when making updates to Your Account areas and never on phone or e-mail to us. If you receive a suspicious e-mail with a link to update your account information, do not click on the link, instead go directly to www.tanishq.co.in and then to your account.
 2. If you are contacted by, or receive an unsolicited e-mail from an unknown entity impersonating as www.tanishq.co.in or any of its sister concerns or associates, and are asked to confirm or provide your password or personal or banking information, simply disregard the request and report the incident to Tanishq.co.in for investigation.
 3. Customers should always carefully review order and shipment confirmation e-mails to ensure that they are legitimate and have been sent by Tanishq.co.in. To do this, simply cross-reference confirmation e-mails with the transaction history found in your account area. If you receive shipment confirmation e-mail for a transaction you have not done, report the incident to www.tanishq.co.in
 4. A word of caution is that never disclose any confidential information such as password in any communication with us or with any of our employee. Tanishq will never ask for such information over e-mails or phone.
 5. If you receive an e-mail asking for personal details such as password never respond to it.
 6. A phishing email will normally have a tone of urgency – like "Your account will be temporarily suspended" and therefore please "Login to keep your account active." Please remember Tanishq will NEVER send such emails to its customers.
 7. If you are doubtful about the credibility of the email, please DO NOT click on any link provided in the email. This may trigger malicious codes being installed on your PC. You must report the incident to Tanishq.co.in
 8. If you receive a suspected spoofed Tanishq.co.in e-mail, or discover a fake Tanishq.co.in website, please report the incident to Tanishq.co.in.
3. Ensure your Personal Computer is protected:
 1. Fraudsters send genuine-looking emails that contain viruses and Trojans (A Trojan refers to a program that appears to be safe, but hidden inside, is usually something harmful, probably a virus). These viruses / Trojans, install a malicious code on your PC without your knowledge. They extract your confidential information that fraudsters use to access your online profile / account etc.
 2. Here are a few important action points that you should bear in mind:
 1. Keep your PC updated with the latest anti-virus / anti-spyware software.
 2. Install a personal firewall on your PC to protect your account.

3. Keep your PC updated with the latest security patches and, most importantly, do not click on links or open attachments in unknown or unsolicited (spam) emails.

QUESTIONS ON PAYMENT

34. WHAT ARE THE AVAILABLE PAYMENT OPTIONS?

You can make a payment by using a visa / master, debit / credit card. In this case, your order will be processed as soon as we receive the order.

35. CAN I MAKE A PURCHASE BY USING MY FRIENDS/RELATIVE'S DEBIT / CREDIT CARD?

No. Under no circumstances may you make a purchase by using your friends / relative's debit / credit card. The credit card must be in your name.

36. HOW CAN I OPEN AN ACCOUNT WITH WWW.TANISHQ.CO.IN?

After you add the items to your shopping bag, you can create your own account by registering with www.tanishq.co.in (using a name and password) and can then use the same account for future purchases.

37. HOW DOES THE NEW ONLINE PAYMENT SYSTEM WORK?

The debit / credit card information you enter on the payment gateway page will be directly authorized by your bank or debit / credit card company. Once we receive their authorization, your order will be finalized. You will know right away if your credit card was accepted.

38. WHAT ARE THE REASONS MY CREDIT CARD MIGHT BE REFUSED?

Debit and credit card companies refuse authorization of debit / credit cards for a specific number of reasons, including:

1. The credit card number entered is not a valid number (often the result of a typo).
2. The credit card does not have enough credit balance left to pay for the order.
3. The billing address entered in the order form does not exactly match the address in your credit card statement (also sometimes the result of a typo).
4. The expiration date of the credit card is not entered correctly (also sometimes the result of a typographical error).

Please contact your debit/ credit card issuing bank for any clarifications.

39. WHAT HAPPENS IF I DO NOT UPDATE MY PERSONAL INFORMATION?

In this case, the debit / credit card issuing bank may not authorize the transaction, and it will not be processed by us.

40. WHAT TYPE OF DEBIT / CREDIT CARDS DO YOU ACCEPT?

We accept Visa and Master card debit /credit cards.

41. WILL THE ONLINE PAYMENT SYSTEM WORK FOR INTERNATIONAL ORDERS AS WELL?

The online payment system will work for international orders. However the cards should have been issued in India.

42. HOW DO YOU MAKE A REFUND?

We refund the amount directly to the customer's account.

QUESTIONS ON DELIVERY/ SHIPPING

43. WHERE DO YOU DELIVER WITHIN INDIA?

We currently deliver to select cities in India. Click here to check [Pin Codes](#) we deliver to

44. I LIVE OUTSIDE INDIA, CAN I ORDER FOR A DELIVERY IN INDIA?

Yes, you need to provide an Indian delivery address. To check whether we deliver to the required pin codes click here. You can provide a billing address as a non Indian address.

45. WHAT IS YOUR SHIPPING POLICY?

Please refer our Free Shipping Policy for details.

46. DO YOU DELIVER OUT OF INDIA?

No we are sorry, but as of now we do not deliver out of India.

47. WHAT HAPPENS IF I AM NOT AT HOME, WHEN YOU DELIVER?

Our courier partners will leave a message and attempt again. We urge you to plan and coordinate the purchase in a manner that the recipient is available to accept the shipment at the provided delivery address

48. HOW MANY DAYS WOULD YOU TAKE TO DELIVER THE PRODUCT TO ME?

We shall deliver the product to you within 15 business/ working days.

49. I AM THE RECIPIENT OF THE PRODUCT/S BUT AM OUT OF TOWN, WILL THE DELIVERY OF THE PRODUCT/S BE MADE TO MY FAMILY MEMBERS?

50. No, we shall not deliver the product/s to any of your family members. The recipient needs to be physically available at the shipping address, mentioned while placing the order. We urge you to plan and coordinate the purchase in a manner that the recipient is available to accept the shipment at the provided delivery address

51. WHAT IS THE PROOF I NEED TO FURNISH AT THE TIME OF THE RECEIVING THE PRODUCT/S?
The Recipient of the product/s needs to keep a photo copy of any of the following national approved photo id proofs handy for receiving the delivery.

Pan card

Driving License

Passport

Voters card

Postal Identification Card

To ensure that your order arrives safely, the courier will require a signature from the recipient on delivery.

52. CAN I PLACE AN ORDER FOR DELIVERY TO MULTIPLE ADDRESSES/ LOCATIONS?

No, currently you will have to place multiple orders for delivery to multiple addresses/ locations

53. WHAT ARE YOUR SHIPPING CHARGES?

We donot charge you for delivering the products to you. Shipping is Free. Please refer out free shipping policy.

54. DOES YOUR PRODUCT PRICE INCLUDE SHIPPING CHARGES?

Shipping is Free. However, the product prices include product cost, packaging cost and any governmental levies on the product cost e.g. VAT.

55. HOW DO I TRACK THE STATUS OF MY ORDER?

To track the status of your order login in and go to [Order Status](#)

56. WHO WILL PAY CHARGES FOR THE RETURN SHIPMENT?

If you are not satisfied with your purchase for any reason, and wish to return the item as per our Returns Policy through courier pickup arranged by us, you do not have to pay any courier charges for the return shipment.

57. WHAT SHOULD I DO IF THE PRODUCT I ORDERED HAS REACHED ME IN A DAMAGED/DEFECTIVE CONDITION?

If you realize that the package is damaged before accepting the delivery, please do not accept the delivery and immediately inform us.

If you have accepted the delivery, and then realized that the package is damaged, please feel free to get in touch with us within 7 days of receiving the package. We shall not entertain any request beyond 7days. For details please refer our returns policy. Please refer our shipping policy and returns policy for details.

58. I LIVE IN INDIA, BUT I AM GETTING A MESSAGE THAT YOU DO NOT DELIVER TO MY PINCODE, HOW CAN I ORDER?

You can report this incident by Toll free No. 1800-425-4653 and speak with our customer service representative or write to us at tellus@titan.co.in or provide your comments with full details of your address and pincode on Contact us Page. We will revert to you within 3 working days. Also, please check the [PINCODE](#) you have entered. The pin code should not have any spaces.

59. HOW CAN I TRACK MY ORDER WHICH IS IN-TRANSIT?

You can track your order status online in the Order Status section

60. CAN I HAVE MY ORDER DELIVERED TO A TANISHQ STORE, SO THAT I CAN PICK IT UP FROM THERE? WOULD DELIVERY BE FREE THEN?

Sorry, currently we do not offer any such facility.

QUESTIONS ON RETURNS, CANCELLATIONS & REFUNDS

61. WHAT HAPPENS IF I RECEIVE A BROKEN OR A DEFECTIVE ITEM FROM YOU?

In such case, please contact our all day helpdesk immediately with your order number and wait for their instructions on how to get the item returned. The complaint for a broken/defective item needs to be sent within 7 days of receipt of the merchandise. We shall not entertain any request beyond 7days.

62. WHAT IS YOUR RETURN POLICY?

If any product received by the customer is defective, the customer can return the product to us by lodging a request within 7 days from delivery of the product and we shall refund that amount to the customer directly into his debit / credit card account. Please refer to our Return Policy for complete details.

63. HOW LONG WILL IT TAKE FOR YOU TO RESPOND TO MY QUESTION?

We respond to queries within 3 business days. Please note that only actual business hours of operation apply to our response time. For instance, if you send in a query to us on Friday evening at 7.p.m., our response time to you could take up to 3 business days, which means you will receive a reply by the following Wednesday. In most, cases, your response will come sooner, though.

64. CAN I CANCEL MY ORDER?

Orders once placed cannot be cancelled.

65. WHAT SHOULD I DO IF I NEED AN ITEM THAT IS NOT LISTED ON THE WEBSITE?

Please send us an email through [Contact Us](#) with your request.

66. WHAT HAPPENS IF AN ITEM I HAVE ORDERED IS OUT OF STOCK?

If the item is out of stock it will not get displayed in the shopping catalog. However even if the unfortunate situation that the product is out of stock, you will be informed immediately.

67. IS THERE A LIMIT TO THE VALUE THAT I CAN BUY FOR?

Yes. You can order for a maximum value of Rs 50000/- only per transaction.

68. WHAT IS YOUR RETURN/REFUND AND REPLACEMENT POLICY?

Please refer our return policy for more details

69. IN CASE I CHANGE MY MIND ABOUT THE SIZE PICKED UP, CAN I RETURN IT?

Yes, you can return unused products. For details, please refer our return policy.

70. I WANT TO RETURN A PRODUCT, HOW CAN I DO THAT?

You may drop us an email at [Contact Us](#) or call our all-day helpdesk at 1800-425-4653, and request a return within 7 days from delivery of the product to your shipping address. We will arrange for the merchandise to be collected from the delivery address through courier, and returned to us. We shall process the refund subject to receipt of the merchandise at our location in unused condition in its original packaging along with original tags and invoice, failing which return/ refund may not be possible. Please note we shall not entertain any request after 7 days from delivery of the product. For Details please refer our returns policy.

71. CAN I RETURN A PRODUCT BY COURIER?

Yes once you drop us and email at [Contact Us](#) or call our all-day helpdesk at 1800-425-4653, and request a return within 7 days from delivery of the product to your shipping address. We will arrange for the merchandise to be collected from the delivery address through courier, and returned to us. For details, please refer to our returns policy.

72. CAN I RETURN A PRODUCT PURCHASED ONLINE WITHIN 7 WORKING DAYS THROUGH ANY TANISHQ SHOWROOM?

No, for safety purposes, we only accept returns through our authorized logistics partner, Blue Dart. Please refer to our Return Policy.

73. CAN I RETURN THE PRODUCT PURCHASED ONLINE WITHIN 7 WORKING DAYS USING MY OWN COURIER?

No, for safety purposes, we only accept returns through our authorized logistics partner, Blue Dart. Please refer to our Return Policy.

74. HOW WILL I RECEIVE MY MONEY FOR THE PRODUCTS WHICH I HAVE RETURNED?

You will receive your money in the same manner in which you paid at the time of purchase online.

75. CAN I GET WARRANTY/GUARANTEE FOR THE PRODUCT?

All Tanishq Product come with a certificate of authenticity, backed by the trust from Tata.