

Dubai Jewel Factory

The Ambassador Club: Official Terms & Conditions

1. Our Vision

Since 2006, **Capri Gold - Dubai Jewel Factory** has provided factory-direct luxury in both **Natural and Lab-Grown Diamonds**, exclusively set in **18K Gold**. We created **The Ambassador Club** to reward our community for their loyalty across our entire jewelry collection, bridging the gap between our physical showroom and digital storefront.

2. Eligibility & Effective Date

- **Official Launch:** The rewards system is officially active as of **May 1, 2026**.
 - **Eligibility Requirements:** Only purchases made on or after **May 1, 2026**, are eligible for point accrual.
 - **No Retroactive Points:** Orders completed prior to this date do not qualify for rewards or retroactive point additions.
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3. Point Accrual (Earning Rewards)

- **Point Value: 1 Reward Point = 50 AED.**
 - **Website Purchases:** Points are automatically credited to your account upon the "Successful Completion" of an online order.
 - **Showroom & Custom Designs:** Customers commissioning custom jewelry (Natural or Lab Diamond) at our showroom may earn points by request.
 - Customers must have a registered account on **DubaiJewelFactory.com**.
 - Points for showroom orders are added manually by staff once the order is fully paid and marked "Completed".
 - **Referral Bonus:** Earn **5 points (250 AED value)** for every new customer who completes their first purchase using your unique personal invite link.
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4. Strict Ownership & Non-Transferability

- **Individual Use Only:** Points are strictly tied to the individual account holder for their personal use only.

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- **No Point Sharing or Pooling:** Customers are prohibited from combining or "pooling" points with friends or family to purchase a single item.
 - **No Gifting:** Points cannot be transferred, gifted, or sold to any other person or account.
 - **Account Verification:** Capri Gold reserves the right to verify the account owner's identity to ensure the person using the rewards is the registered owner.
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5. Redemption Rules & Restrictions

- **Minimum Balance:** A minimum balance of **10 points (500 AED value)** is required to unlock and begin redeeming rewards at checkout.
 - **Website Redemption Only:** Points can **only** be redeemed for ready-to-wear items placed directly on **DubaiJewelFactory.com**.
 - **Service Exclusions:** Points **cannot** be applied toward custom design labor, manufacturing fees, workshop commissions, or showroom-only specialized orders.
 - **No Discount Stacking:** Reward points cannot be combined with other coupon codes, promotional offers, or seasonal discounts.
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6. Fraud, Reversals & Audits

- **Order Refunds:** If a purchase is refunded, the points earned from that specific transaction will be reversed and deducted from the account balance.
- **Abuse Prevention:** Capri Gold reserves the right to audit accounts and void points if fraudulent activity, fake accounts, or self-referral loops are detected.
- **Program Modification:** Capri Gold - Dubai Jewel Factory reserves the right to modify or terminate the rewards program at its sole discretion.