

Purity / Quality Dispute Handling

Gems & Jewellery

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Get a guide to handling a purity or quality dispute — from a customer or in a transaction — covering verification (independent assay), consumer-rights context, resolution options, and prevention. Describe the dispute below.

Purpose of this tool & output

Resolve purity complaints fairly

How the output is used

Use it to resolve purity complaints fairly — a purity and quality dispute-handling approach that protects trust and your position.

Important cautions

AI-generated guide; for hallmarked goods, sub-standard purity carries consumer-compensation liability - verify via recognised assay.

Companion documents

- BIS Hallmarking Guide
- HUID System Guide
- Caratage & Fineness Reference Guide
- BIS Hallmark Registration Kit
- Purity Testing SOP
- Hallmarking Compliance Checklist

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.