

Delivery Process:

For the purpose of taking delivery of goods fully or partially, the Registered Client shall send to RSBL Spot an Authority letter on his letterhead, authorising a representative on his behalf to take the delivery. The Authority letter sent by the Registered Client shall consist of the following details:

- a. Name of the authorised representative.
- b. Name of the Commodity along with quantity.
- c. Name of the Vault along with the location.
- d. Signature of the authorised representative.
- e. Proof of Identity viz. PAN card, driving license, Election ID.
- f. Photo identity proof duly attested by the Registered Client.

The above-mentioned details are required to be sent to RSBL Spot. Once RSBL Spot receives the above-mentioned details, it will send Delivery Order (DO) to the Vault authorities directly.

Based on the Delivery Order received, the Vault will issue the requested quantity to the authorised representative who has to present himself personally at the Vault along with the requisite photo identity proof in original, the copy of which was sent/communicated to RSBL Spot.

The Vault officials will, upon final scrutiny/checking of the identity, deliver goods to the representative of the Registered Client. The Vault officials in case of any discrepancy or doubt or any other reason may refuse to issue the goods to the representative under the intimation to RSBL Spot. The delivery given to the representative shall be final & binding to the Registered Client at all times.

Delivery against Bank Transfer/RTGS/NEFT		
Days	Time of receipt of funds	Delivery Time
Monday-Friday	11:30 am	12:30 pm
	1:00 pm	2:00 pm
	3:30 pm	4:30 pm
	5:30 pm	7:00 pm
Saturday	11:30 am	1:00 pm

* Client has to inform RSBL Spot Half Hour in advance before transferring the funds.

Days	Delivery against High Value Cheques
Monday	Same day till 7:00 pm or On Confirmation from the Banks
Tuesday	Same day till 7:00 pm or On Confirmation from the Banks
Wednesday	Same day till 7:00 pm or On Confirmation from the Banks
Thursday	Same day till 7:00 pm or On Confirmation from the Banks
Friday	Same day till 7:00 pm or On Confirmation from the Banks

- Client should send the cheque or other instrument 1 day in advance till 7:00 pm.

* Changes if any will be informed to the Registered Clients.

RSBL Spot