

# Shipping, Returns & Exchanges Policy

*Ethereal Crystals and Reiki*

*Last updated: 16/01/2026*

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## 1. Shipping Policy

### Processing Times

All orders are processed within **2–4 business days**. During peak periods, processing times may extend slightly, but you will be notified of any significant delays.

### Shipping Methods & Timeframes

Orders are shipped via trusted carriers such as Australia Post. Estimated delivery times:

- **Standard Shipping:** 3–10 business days
- **Express Shipping:** not available

Please note that delivery timeframes are estimates provided by the carrier and are not guaranteed.

### Shipping Costs

Shipping rates are a flat rate of \$15, this may increase depending on weight/size of the order.

### Order Tracking

Once your order has shipped, you will receive a confirmation email containing tracking information (where applicable).

### Lost or Delayed Parcels

Ethereal Crystals and Reiki are not responsible for:

- Delays caused by postal services
- Incorrect or incomplete address details provided at checkout
- Parcels marked as “delivered” by the carrier

If a parcel appears lost, please contact me and I will assist with submitting an enquiry to the carrier, please note that the item has to be missing for a period of 24 hours before an enquiry can be made.

## Damaged Items During Transit

If your order arrives damaged, please email me within **48 hours** of delivery with:

- Your order number
- Photos of the damaged item and packaging

We will assess and offer a replacement, store credit, or refund where appropriate.

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## 2. Returns & Exchanges Policy

### Eligibility for Returns or Exchanges

We accept returns or exchanges for the following reasons:

- You received the wrong item
- The item arrived damaged (evidence required)
- The item is faulty

To be eligible, items must:

- Be unused and in original condition
- Include all packaging, tags, or accessories
- Be returned within **14 days** of receiving your order

### Non-Returnable Items

Due to the nature of our products and for hygiene/energetic safety reasons, we cannot accept returns for:

- Used items
- Crystals that have been energetically cleansed or altered by you
- Custom or personalised items
- Digital products (e.g., downloads, PDFs)
- Sale or clearance items

### Change of Mind

We do **not** offer refunds or exchanges for change-of-mind purchases.

### Return Shipping Costs

- If the return is due to our error (faulty, damaged, incorrect item), we cover the return shipping cost.

- In all other eligible cases, the customer is responsible for return postage.

### Refunds

Once your return is received and inspected, we will notify you of approval or rejection. Approved refunds are processed back to the original payment method within **3–7 business days**.

### Exchanges

If you prefer an exchange, we will ship the replacement item once the returned item has been received and approved.

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### 3. Contact Details

For all shipping or return enquiries, please contact:

 [info@etherealcrystalsandreiki.com](mailto:info@etherealcrystalsandreiki.com)

