

Shipping, Returns & Exchanges Policy

Ethereal Crystals and Reiki

Last updated: 18/11/2025

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 us and we will assist with submitting an enquiry to the carrier.

Damaged Items During Transit

If your order arrives damaged, please email us 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.

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
- 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
- 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.

3. Contact Details

For all shipping or return enquiries, please contact:

 info@etherealcrystalsandreiki.com

