

Crystal Layby Terms & Conditions

Last Updated: 16/01/2026

By entering into this layby agreement, you acknowledge and agree to the following:

1. Eligibility

Layby is available for returning customers only. This means you have made more than one purchase from Ethereal Crystals and Reiki products.

2. Regular Payments

Payments must be made on a regular weekly or fortnightly basis, as agreed above. This ensures the energy exchange stays flowing and your items remain secured for you.

3. Missed or Delayed Payments

If payments fall behind for **more than 2 weeks**, I reserve the right to cancel the layby and return the item(s) to stock. Any payments already made may be refunded as store credit at my discretion.

4. Timeframe

Layby duration is generally **up to 4 weeks**, unless otherwise discussed and approved.

5. Non-Refundable Deposit

Deposits (if taken) are non-refundable and contribute toward your total balance.

6. Item Release

Your items will be shipped or made available for pickup **only once the full balance has been paid**.

7. Cancellations

If you choose to cancel your layby, payments made may be returned as **store credit only**.

8. If we enter a layby agreement, the client/customer will be required to sign a copy of this policy before the initial payment is made.

9. Communication

If you need more time or wish to adjust your payment schedule, please contact me on:
0421 517 515 —open communication is always welcomed and appreciated.

