

# 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

Payment's 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.

