

# RETURNS & TERMS OF TRADE POLICY

This Returns & Terms of Trade Policy (herein “the Policy”) applies to any online purchase made using the Zahira Crystals website (herein “website”)

## 1. Returns Policy

At Zahira Crystals, our number one priority is customer satisfaction. If your items are defective, or not as ordered, you may return the item and we will happily replace your item at no further cost to you. Alternatively, we can provide you with a full refund. Please contact us at [enquiries@zahiracrystals.com.au](mailto:enquiries@zahiracrystals.com.au) within 7 days to resolve your concerns.

Unfortunately, we are unable to refund purchases due to wrong colour or quantity choice.

## 2. Samples

We understand that colours can be hard to match and will appear differently on electronic devices. If you are unsure about a particular colour, we would be delighted to send you a small sample to verify your colour choice. Please contact us at [enquiries@zahiracrystals.com.au](mailto:enquiries@zahiracrystals.com.au)

## 3. Placing an order

It is your responsibility to ensure all information provided by you in relation to your order is accurate, complete and up to date.

Purchases from the Zahira Crystals website becomes effective upon successful transmission after you press “Submit Payment” on the website. You cannot cancel the order after that time. You must pay for delivery in addition to the price of the goods, as shown on the website when you complete your order.

## 4. Out of stock items

From time to time, products listed on the website may be out of stock. Zahira Crystals will notify you if any item purchased is out of stock to arrange either a refund or back order.

## 5. Warranties

Zahira Crystals warrants our goods are fit for their usual purpose and meet any description we have provided. Any descriptions are general in nature. All other warranties and representations, except those which are non-excludable in law, are excluded. If the goods are defective or do not meet these warranties, we will refund the price or replace the goods. We exclude liability for indirect or consequential loss. We will not be liable if you have failed to follow instructions, modified the goods or used them for an unintended purpose.

## 6. Credit Card payments

If we cannot accept payment from your credit card the order will not be processed and you will not be contacted.

## 7. Jurisdiction

These conditions are governed by the laws of Australia and you submit to the exclusive jurisdiction of the Australian courts.

