### **Terms and Conditions**

**1. Scope of Agreement**These Terms and Conditions (“Terms”) outline the rules for purchasing QRystal products and using our App and website. By proceeding with a purchase or using our platform, you confirm your acceptance of these Terms.

**2. Purchase and Payment Terms**Purchases must be completed using our accepted payment methods, and confirmation will be provided via email. Prices are in AUD, and taxes are applied as per Australian regulations.

**3. Shipping and Delivery**All orders are shipped from our Australian location, with delivery options provided at checkout. Customers will receive tracking updates via email, and a signature is required for receipt. QRystal is not liable for customs fees or delivery delays caused by external circumstances.

**4. Return Policy**Eligible products can be returned within 30 days, provided they are unused and in original condition. Refunds are processed to the original payment method within 7-10 business days of receiving the item. For gifts, returns may be exchanged or issued as store credit.

**5. App Content and Usage Rights**The QRystal App allows users to upload and manage memories associated with their jewelry. Users agree that all content will be appropriate, original, and compliant with our guidelines. QRystal has the right to remove any content that violates these guidelines.

**6. Intellectual Property**All uploaded content remains the property of the user. QRystal’s platform is licensed to store and display this content as part of the service.

**7. Data Privacy and Use**We prioritize data privacy and only collect necessary information to facilitate orders, improve user experience, and provide customer service. Personal information is not shared with third parties, except for essential services like payment gateways and delivery providers.

**8. User Rights**Users have the right to access, modify, or delete their data. To exercise these rights, please contact us at privacy@qrystal.com.au.

**9. Limitation of Liability**QRystal’s liability is limited as permitted under Australian law. We are not responsible for losses due to app malfunctions, data loss, or unauthorized access.

**10. Changes to Terms**QRystal reserves the right to modify these Terms at any time. Notification of changes will be provided, and continued use after changes implies acceptance.

**11. Governing Law and Dispute Resolution**These Terms are governed by Australian law. Any disputes will be resolved exclusively by Australian courts.

**12. Contact**For inquiries, contact customer support at support@qrystal.com.au.