### **User Agreement**

**1. Introduction**This User Agreement governs your use of QRystal products and services, including our website and mobile application (“App”). By accessing or using our services, you agree to abide by the terms outlined here. This agreement aligns with Australian law, including the Australian Consumer Law.

**2. Purchases and Payment**All purchases on our website are processed in Australian dollars (AUD) and are subject to successful payment authorization. We accept various payment methods, and a confirmation email will follow every order.

**3. Shipping and Delivery**QRystal provides domestic and international shipping to select locations. Delivery timelines are provided at checkout, and all orders come with tracking and require a signature upon receipt. For international deliveries, customs fees may apply, and these are the responsibility of the customer.

**4. Returns and Exchanges**To maintain a high standard of service, we accept returns within 30 days of purchase for items that are in their original condition. Any item that shows signs of wear or alteration is not eligible for return. Refunds are processed within 7-10 business days after receiving the return, issued via the original payment method. For gift returns, please refer to our Return Policy.

**5. App Usage and Content**By using the QRystal App, you agree not to upload any content that is inappropriate or infringes on the rights of others. QRystal reserves the right to remove any content that does not comply with our guidelines.

**6. Intellectual Property and Ownership**All content you upload remains your property. QRystal does not claim ownership but is granted a non-exclusive license to store, display, and distribute this content for service functionality.

**7. Liability for QR Code Damages**If a QR code is damaged, QRystal will assess its eligibility for repair or replacement. This does not cover damage due to misuse or accidents caused by the customer.

**8. Privacy and Data Security**QRystal is committed to protecting your personal data and will not share it with third parties except for essential services, like payment processing and delivery.

**9. Third-Party Services**We work with trusted third-party providers to handle payments, analytics, and delivery. By using QRystal, you agree to their terms where relevant.

**10. Limitation of Liability**QRystal is not responsible for any loss or damage arising from the use of our products or services, except as required by Australian law. This includes but is not limited to data loss, unauthorized access, or technical issues.

**11. Amendments**We may update this agreement occasionally, with changes posted on our website. Continued use after an update implies acceptance of the revised terms.

**12. Governing Law**This agreement is governed by Australian law. Disputes will be handled exclusively within the jurisdiction of Australian courts.

**13. Contact Information**For questions regarding this agreement, please contact us at support@qrystal.com.au.