

Foreword from Australian Competition and Consumer Commission (ACCC)

The ACCC consumer guarantee states that products must be of acceptable quality, that is:

- **safe, lasting, with no faults**
- **continue to look acceptable for a reasonable time after purchase**
- **do all the things someone would normally expect them to do**

If the product is faulty, the consumer has rights. However consumer guarantees do not apply if the customer got what they asked for but simply changed their mind, found it cheaper somewhere else, decided they did not like the purchase or had no use for it.

If you have a minor problem with a product or service, the business can choose to give you a free repair instead of a replacement or refund but you are not entitled to a refund if the business can repair or replace.

The Crystal Caves Consumer Policy

The Crystal Caves have provided unique jewellery and homewares since 1983 and we pride ourselves on providing a memorable experience. As an independent family business, it is important to us that you are completely satisfied with your purchase. You are encouraged to contact us if you are not completely satisfied and we will endeavour to meet your needs according to the following policy.

If the product is not faulty...

While we are not legally expected to do so, we offer an exchange within 30 days under the following conditions:

- A valid proof of purchase must be presented – this means a cash register receipt. A credit card receipt or statement will not be accepted. Any items presented without a receipt may, at our discretion, be refused an exchange.
- The item being exchanged must be new and not worn.
- The exchange value will be the same as the purchase value regardless of whether the item has changed price since the purchase. This protects both parties.

FAQ on exchanges:

Q - I gave the item as a gift and the receiver did not like the item, what can be done?

A - With proof of purchase, we can exchange the item as long as it has not been worn within a reasonable time of it being gifted. We accept that sometimes more than 30 days have passed between purchasing and gifting the item. Should you not be able to find a suitable replacement item, a gift voucher can be issued. A refund cannot be given if the item is not faulty.

Q - I gave a ring as a gift and the receiver does not fit the ring. What can be done?

A - With proof of purchase, we can exchange the ring for a size that does fit, if we do not have that size in stock, we can resize the ring according to our **resizing policy**.

Q - I bought an item but I have lost the receipt? Can I still exchange it?

A - While we are at no obligation to do so, at our discretion, we may offer an exchange if we recognise the sale or the item as long as the exchange is within 30 days of purchase. Knowing the date of purchase may help us to track the sale.

If the product is faulty...

Please bring in or send the item with the proof of purchase within 90 days of purchase and we will repair or replace it. In accordance with the ACCC, a refund may only be offered if:

The item purchased is faulty AND we cannot repair or replace it.

The fault in the item must be a manufacturers fault and not caused by misuse or owners damage to the item.

FAQ on refunds:

Q – I bought a ring and the stone fell out, what can be done?

A – Please bring in or send the ring with the proof of purchase and we can repair it if you have the stone, or replace it if the stone is lost. If we do not have the exact same ring, you can choose between an exchange and a refund.

Q - I bought an item but I have lost the receipt and it is faulty? Can I still exchange it?

A - While we are at no obligation to do so, at our discretion, we may offer to repair or replace it if we recognise the sale and the item. Knowing the date of purchase may help us to track the sale.

You will not be entitled to a refund without a receipt

Other FAQ's

Q - I bought an agate bangle and I dropped it and it broke. What can be done?

A - Some of the jewellery that we sell is made from stone and as such, it can break. You would have been told this at the time of purchase. If a stone item is broken because you dropped it, nothing can be done.

The Crystal Caves Discount policy

We are a local family business and lack corporate buying power, however, The Crystal Caves sources natural crystals and real fossils direct from mines and jewellery manufacturers worldwide and as such we are able to keep our prices low. We consider the practice of inflating prices to be able to offer a discount unethical and unfair to our loyal customers who are happy to pay the asking price, so we have fixed pricing across all our products. While there is no harm in asking, please do not be offended if we say no to discounts.

Some products are bundle buys which reduces the single item price if you buy more. The lowest price is maintained if you buy more than the bundle price. For example – if the multibuy offer is one for \$17.50; two for \$30, then two or more reduce the item price to \$15 each.

FAQ on discounts

Q - I am considering buying a large amount of items; can I have a discount?

A – Unfortunately, we cannot offer a discount even if the total invoice is considerable. We have a fixed price policy regardless of the total sale.

Q - I saw this same thing on the internet for less, can you match that price?

A - Firstly, be very sure it really was the same and secondly, we offer product knowledge and customer service and we are open 7 days a week from 9-5.

Resizing policy

The crystal caves are not jewellers. However, we offer free ring resizing for selected rings and a resizing service at buyer's expense for other rings depending on the value of the ring. This can only be done at the time of purchase or immediately after receiving the ring if it was a gift. The ring must be new and not worn. We cannot offer resizing or repairs for items not purchased in the store. We can refer you to a local jeweller.

SALE stock

Our SALE stock is sometimes stock which has been broken or damaged instore or during shipping. We do not offer exchanges or refunds on any items that say 'sale item' on the docket.