



CRYSTAL BAY
DEVELOPMENT

Crystal Bay Development LLC

Retail 7, AMSA 2 – Tower B, JVC, Dubai, UAE

Email: info@crystalbay.ae | Phone: +971 52 781 8074

Website: www.crystalbayintl.com

1. Terms & Conditions

Last Updated: August 2025

Welcome to Crystal Bay Development LLC. By accessing our website and/or making a payment through our platform, you agree to comply with and be bound by the following Terms and Conditions.

1.1 General

- These Terms govern your use of our website and services.
- All prices, offers, and services are subject to change without prior notice.
- We reserve the right to update or modify these Terms at any time.

1.2 Payments

- Payments are processed securely through **CCAvenue**.
- All payment details provided by you must be accurate and valid.
- International transactions may be subject to currency conversion fees by your bank.
- **Crystal Bay Development LLC does not authorize any representative, broker, or third party to collect payments on its behalf.**
- Payments are accepted **only through our secure online payment gateway or directly at our Dubai Head Office.**
- For all **payment or property-related communications**, Crystal Bay Development LLC will issue an **official email from the domain @crystalbay.ae** or provide an **official letter on company letterhead.**
- Crystal Bay Development LLC shall not be held liable for any payments made through unauthorized channels or to individuals not directly affiliated with the company.

1.3 Use of Services

- You agree to use our website only for lawful purposes.
- Any attempt to misuse, hack, or damage the website is strictly prohibited.



1.4 Governing Law

- These Terms are governed by and construed in accordance with the laws of the United Arab Emirates.

2. Privacy Policy

Last Updated: August 2025

Your privacy is important to us. This Privacy Policy outlines how we collect, use, and protect your personal information.

2.1 Information We Collect

- Personal details (name, email, phone number, address) provided during transactions.
- Payment details (processed securely via CCAvenue – we do not store your card details).
- Website usage data via cookies and analytics tools.

2.2 How We Use Your Information

- To process and confirm your transactions.
- To communicate important updates and promotional offers.
- To improve website functionality and user experience.

2.3 Data Security

- We use industry-standard security measures to protect your information.
- Payment transactions are encrypted and processed through secure payment gateways.

2.4 Third-Party Sharing

- We do not sell or rent your personal data to third parties.
- We may share data with service providers strictly for transaction processing.

3. Refund Policy

Last Updated: August 2025

We strive to provide the best service possible. However, our refund policy applies as follows:



3.1 Eligibility for Refund

- Refund requests must be submitted within 14 days of payment.
- Refunds will only be considered in cases of duplicate payments, technical errors, or service unavailability.

3.2 Non-Refundable Transactions

- Payments for services already rendered are non-refundable.
- Certain promotional offers or discounted transactions are non-refundable unless stated otherwise.

3.3 Refund Process

- To request a refund, contact us at **info@crystalbay.ae** or call **+971 52 781 8074** with payment details.
- Approved refunds will be processed within **15–30 business days** to the original payment method.