

## **Return and Refund Policy**

Candle Atelier is a small, family owned candle making business, as such we take pride in crafting high-quality soy candles, and your satisfaction is import to us. We do not accept change of mind or cancellations once an order has been placed.

We aim to please - if you have any concerns or questions about our products, please feel free to reach out to our customer support team, and we will be happy to assist you.

We hope you understand our policy as it enables us to maintain the quality and integrity of our products.

### **Faulty Products**

You are required to promptly notify Candle Atelier of any perceived fault in the Goods within 24 hours from the date of delivery. It is crucial to inspect the goods immediately upon delivery. Please be aware that with cement vessals there are always small air bubbles in the finished product – we do inspect for these and will withdraw any that we feel are not to a high standard.

Notification of a fault is considered upon the receipt of an email sent to [info@candleatelier.com.au](mailto:info@candleatelier.com.au). When emailing, provide details such as a description of the Goods, invoice number, a description of the fault, and any supporting evidence for your claim, such as photographs or videos. We will then issue a returns confirmation. Return Postage to be paid by the sender. Faulty items should be returned within 7 days of returns confirmation.

Upon receiving the returned items, we will conduct a thorough inspection of the item. Ensure that the returns note is included when returning a faulty product.

If the item is found to have a major defect or fault, you have the option to request that we replace the item or provide you with a refund. If it is determined that there is no fault with the item, you acknowledge that you are not entitled to a refund or replacement. For further details on your rights, please refer to the consumer guarantees outlined in the Australian Consumer Laws.

To facilitate the safe delivery of the Goods, please follow the procedure below when returning products:

- Keep the Goods in their original packaging and in the condition in which they were received.
- Ensure the items are securely wrapped.
- Include our delivery slip with the returned Goods

## **Cancellations & Refunds of Bespoke Orders**

Cancellations and Refunds:

- A.** Written cancellation requests are required for all cancellations.
- B.** If the customer cancels the order prior to the commencement of work, a complete refund will be issued.
- C.** Once the order has entered the production phase, no refunds will be granted.

Thank you for your cooperation in following these procedures. If you have any questions or concerns, please don't hesitate to contact us.

Thank you also for choosing Candle Atelier.