

Refund Policy

Refund Eligibility

1.1. Damaged or Defective Products: If you receive a damaged or defective product, please contact us within 7 working days of delivery. We will assess the issue and, if verified, provide a refund or replacement at no additional cost to you.

1.2. Incorrect Orders: If you receive an incorrect order due to our error, please notify us within 7 days of delivery. We will arrange for the return of the incorrect product and ship the correct product to you. If the correct product is not available, we will provide a refund.

1.3. Dissatisfaction with Product: We want you to be satisfied with your purchase. If you are not completely satisfied with your order, please contact us within 14 days] of delivery. We will review your request and, if approved, provide instructions for returning the product. Once we receive the returned product in its original condition, we will issue a refund, excluding any shipping charges.

Return Process

2.1. Return Authorization: To initiate a return, please contact our customer service team at **0838989467** or at **info@californiacandlesupply.co.za**. We will provide you with a return authorization number and instructions for returning the product.

2.2. Return Shipping: You are responsible for the cost of return shipping unless the return is due to our error or a damaged/defective product. We recommend using a trackable shipping method to ensure the safe return of the product. We are not responsible for lost or damaged return shipments.

2.3. Return Condition: The returned product must be in its original condition, unused, and in its original packaging. Any returned product that is damaged or not in its original condition may be subject to a reduced refund or denied return.

Refund Processing

3.1. Refund Method: Refunds will be issued using the original payment method used for the purchase. If the original payment method is unavailable, we will provide the refund through an alternative method.

3.2. Refund Timeline: Refunds will be processed within [insert number of days, e.g., 5 business days] of receiving the returned product. Please note that it may take additional time for the refund to appear in your account, depending on your financial institution.

Non-Refundable Items

The following items are non-refundable:

Custom-made or personalized candles

Gift cards or vouchers

Contact Us

If you have any questions or concerns regarding our refund policy, please contact our customer service team at **0838989467** or **info@californiacandlesupply.co.za**. We are here to assist you and ensure your satisfaction.