

# WindowCandles Warranty Information Document, Revised 04/08/2024

We are so confident in the quality of our products that we offer a limited lifetime warranty on all originally purchased WindowCandles products. This warranty covers defects in products.

## What is covered?

- **The candle itself**, along with its accompanying assembly hardware, comprises an electronic cylinder housing the proprietary WindowCandles equipment. Metal prongs extend from the base of the candlestick to power the mounting clip installed in the window sill. The top of the cylinder provides a low-voltage socket that houses our special WindowCandles bulbs.
  - o For a period extending from the point of purchase to ten years thereafter, if the candlestick fails to function, customers are entitled to a full replacement, with only shipping costs being their responsibility. However, if the candle ceases to function within six months of purchase, it will be replaced free of charge. Nevertheless, if the candle sustains damage due to actions by the customer, it may not qualify for warranty repair or replacement under the following circumstances:
    - The metal prongs on the candle are broken, damaged, misaligned, or destroyed.
    - The lower proprietary clip-style mold of the cylinder is broken, damaged, misaligned, or destroyed.
    - Discoloration of the candle due to exposure, without the protection of a wax or plastic sleeve.
    - The candle exhibits scratches, dents, chips, or has been altered with ink or other coloring methods that do not match the original color.
    - Improper removal of the lower proprietary clip-style mold by the customer, resulting in exposure of internal wiring and dislocation of soldering.
    - Any other damages inflicted by the customer that would void warranty eligibility.
- **The wire**
  - o If the wire itself and not its cardboard housing unit arrives damaged, ripped, cut, or destroyed, **it is eligible for a refund or replacement free of charge.**
  - o **If incorrect wiring is utilized by the customer, installer, or any other service technician, the warranty for the entire system will be nullified. Please avoid engaging with unreliable or inadequately reviewed installers or contractors. It's crucial to ensure that our components are exclusively employed within our system.**

- The mounting hardware
  - o If the mounting hardware arrives with missing parts or arrives damaged or destroyed, it will be replaced free of charge.

## **What is not covered?**

- Damage caused by acts of God, such as fire, flood, or earthquake
- Damage caused by power surges
- Damage caused by the user, such as dropping the candle or breaking the metal contact prongs
- Damage caused by lightning
- Transformers
  - o Transformers that arrive at the place of installation that are confirmed to have been tested and defective BEFORE installation are eligible for a replacement. Otherwise, there are no returns on transformers.

## **How to start a warranty claim?**

To make a warranty claim, please contact us at [customerservice@windowcandles.com](mailto:customerservice@windowcandles.com) or call us at 877-662-6737. We will need to verify your purchase and the nature of the defect. Once we have verified your claim, we will send you a replacement product.

## **Review System Policies**

We appreciate all reviews, and we offer a discount code on your next order over \$30.00 to our customers who leave a 5-star review.

Thank you for your help in creating a positive and welcoming environment for our customers.

## **Compatibility Policy**

Not all WindowCandles products are compatible with each other. We clearly display this information throughout our site.

**Wax sleeves:** Not all wax sleeves are compatible with all bases. No wax sleeves are compatible with square bases or any cap. Please contact us if you want to make sure the wax sleeves work with a particular base.

**Bulbs:** Absolutely no other bulb will work properly with the Window Candle stick. The candle is designed to detect a foreign bulb and stop producing light to prevent fires and/or damage to the candle stick. By using any other bulb except for our exclusive WindowCandles product line of incandescent or LED bulbs, you are violating your limited lifetime warranty and will not be compensated for damage or destruction caused to your candlestick by using incorrect bulbs.

Wire: By using any other wire other than the official WindowCandles yellow wire, you are violating your warranty and will not be compensated for damage or destruction caused to your system by using incorrect wire.

Transformer: By using any other transformer other than the official WindowCandles transformers WC50VA, WC4Z (old), WC4Z (new), WC8Z (discontinued), or WC9Z, you are violating your warranty and will not be compensated for damage or destruction caused to your system by using incorrect transformers.

Mounting hardware: By using any other type of mounting hardware other than the official WindowCandles mounting hardware, you are violating your warranty and will not be compensated for damage or destruction caused to your system by using incorrect hardware.

If you have any questions about compatibility, please contact us.

### **Shipping Policy**

We offer a variety of shipping options to meet your needs.

It typically takes 5-7 business days for orders to arrive. In Canada, you may select from limited options that may vary throughout the year.

### **Returns Policy**

We want you to be completely satisfied with your purchase. If you are not satisfied with your purchase, you can return it to us for a full refund.

To return an item, please contact us within 30 days of receiving your order.

Please include the original order number and the reason for your return.

**We will refund your payment for the products only. Shipping and handling will not be refunded.**

Please return authorized orders in its original form and packaging.

We must receive the return within 30 days from the day the return authorization was issued.

We reserve the right to reject any returns and exchanges that do not meet these conditions.

Note that refunds can take 14-45 days to fully process and reflect on your credit card statement. Damaged packaging incurs a \$0.50 fee per package damaged. Writing on, ruining, or tearing packaging will incur this fee. If a package is damaged, receipts with images may be provided to the customer.

### **Restocking Fee**

In the event that a customer wishes to return an order with a total value exceeding \$500.00, a 15% restocking fee will be applied to the refunded amount. This restocking fee is implemented to cover processing, handling, and administrative costs associated with the return.

WindowCandles reserves the right to deduct the applicable restocking fee from the refund issued for the returned order. Customers are encouraged to review our complete return policy for further details on the return process and any associated fees. Any "to" shipping will not be refunded to the customer in any event.

## **International Shipping**

We ship internationally, shipping rates vary depending on the destination country.

To calculate shipping rates, please add the items you want to purchase to your cart and proceed to checkout.

Once you have entered your shipping address, you will see the shipping rates for your order.

Please note that shipping rates may change depending on the weight and size of your order.

We hope this information is helpful. If you have any questions, please do not hesitate to contact us.

## **Complaint Policy**

We want to make sure that you are satisfied with your purchase. If you have a complaint regarding the Site or the Marketplace Offerings, please contact us at:

Email: [customerservice@windowcandles.com](mailto:customerservice@windowcandles.com)

Phone: 877-662-6737

We will investigate your complaint and take appropriate action. We appreciate your cooperation in resolving any issues you may have.

Here are some additional information regarding the complaint policy:

- We will respond to your complaint within 10 business days.
- We will keep your complaint confidential.
- We may ask you for additional information to investigate your complaint.
- We may contact you to follow up on your complaint.

If we are unable to resolve your complaint to your satisfaction, you may file a complaint with the Better Business Bureau.

We appreciate your feedback and we are committed to providing you with a positive shopping experience.

## **Authorized Installer Demotion Policy**

Authorized installers who do not place an order for WindowCandles within the specified time period will be demoted to the next lower pricing tier.

### *Dealer, and Wholesaler Pricing*

Dealers, wholesalers, and distributors who do not place an order within three years will be demoted to Preferred Contractor pricing.