



FREQUENTLY ASKED QUESTIONS

What is the best way to burn an Everlasting Candle?

- Add Pristine Oil™ to your vase
- Hold the tops of your candlesticks in Pristine Oil™
- Turn over and light

Can you add essential oil to Pristine Oil?

Everlasting Candles are only to be used with Pristine Oil. Do not mix, use or add any other oils.

How should I store any unused Pristine Oil when my candles aren't lit?

Empty any remaining Pristine Oil from your vase before storing your Everlasting Candles.

When your Everlasting Candles are not in use:

- Remove your candlesticks from the vase, wipe off any excess oil, and store in a safe place, out of reach of children or pets.

If the Pristine Oil has not been exhausted via burning off:

- Dispose of unused Pristine Oil in accordance with local waste disposal requirements.

or

- Store Pristine Oil in the bottle with the cap secured, in a safe place, out of reach of children or pets.

What is Pristine Oil?

Pristine Oil is a refined mineral oil. Everlasting Candles are only to be used with Pristine Oil.

Do these candles have a scent?

Using the 'Pristine Oil' ensures an experience that is odourless, smokeless and soot free.

How do you extinguish the candle flames?

Do not use a snuffer as it can damage the candlestick wick. To extinguish the flames, simply blow them out.