

# Artisan Candle Supplies

## Terms & Conditions

### 1.1 Pricing Policy

All products offered by Artisan Candle Supplies are subject to availability and may be withdrawn at any time. We reserve the right to refuse to fulfill a request in whole or in part. Orders will be processed once payment has been confirmed. All pricing is subject to change without prior notice.

### 1.2 Refund policy

We are extremely confident that you will be delighted with your purchases but understand that things don't always go to plan. In those situations, we invite you to review your options relating to making a claim for a refund, credit, or replacement product.

These options are in addition to your statutory rights described in the Competition and Consumer Act 2010 (CCA) and other applicable Australian consumer protection law and regulations.

#### 1.2.2 Returns

There are several reasons why you may want to return a product or make a claim for refund, credit, or replacement.

- The product is not conforming to specifications
- You received the wrong product
- You received a damaged product
- Your delivery was incomplete

Please note we do not offer refunds if you simply change your mind or purchase the wrong product. In this situation you may be entitled to return the item for a credit. Products need to be returned in their original packaging and condition. There are however some items that cannot be returned, including;

- Waxes
- Fragrance oils
- Colours
- Wicks
- Gift Cards

In all cases you need to identify a claim within seven (7) days of purchase or delivery. However, electrical items such as Wax Melters and Heat Guns have a 12-month warranty from date of purchase.

### 2.1 Shipping & Delivery

Orders are usually picked, packed, and booked for despatch within 24 hours of payment confirmation. Courier/carrier processes are outside of our control and may contribute to variability in delivery times compared with advertised estimates.

When placing your order ensure your address details are correct and complete. You should also be aware of current “authority to leave” requirements for your selected carrier as you may be responsible for additional costs associated with redelivery or returns.

We will send you tracking information to allow you to follow the progress of your order delivery. This tracking information should also be used for disputes arising from late or missing consignments. Initial queries will need to be made directly with the carrier; we are not authorised to follow-up on your behalf without an enquiry/case reference number.

When you receive your order please check all items for completeness, specification, and damage. Any damage identified should be left in the packaging, as much as is practical, and photographed. Please include photographs when making a claim.

## 2.2 Pick-up Orders

Where local pick-up is selected, orders need to be collected from **Unit 9/5 Parkes Street Cockburn Central Western Australia** within 5 business days. Orders not collected within this time may be cancelled, refunded and products returned to stock. (A restocking fee maybe applied)

Local pick-ups that are subsequently requested to be despatched, may incur an addition handling fee.

Any order that has been picked up in person and transported by yourself cannot be claimed as we take no responsibility for the way you have transported it. We encourage you to check all items before leaving the store.

## 3.0 Claims Process

Claims must be lodged within 7 days of purchase or delivery. Please include as much information as possible when making a claim e.g.

- Reason for claim
- Your contact details – name, phone number and/or email
- Order or receipt number
- Delivery or expected date
- Carrier enquiry/case reference number
- Defective or damaged Product description, including quantities, batch, or serial numbers where applicable
- Photographs showing any defective items and the package, as it was when it arrived

Send us an email at **info@artisancandlesupplies.com.au**

We aim to assess and respond to your claim within 2 business days. This will be done via phone or email advising you of the provisional outcome including any additional actions required to resolve.

If you are advised to return items? Please send them to: **Unit 9/5 Parkes Street  
Cockburn Central Western Australia AU 6164.**

### 3.1 Returns

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also advise you of the outcome of your claim.

You will be responsible for paying for your own shipping costs for returning your item unless the item is faulty. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

### 3.2 Receiving Credits, Refunds or Replacement Products

If approved, a credit will be applied to your account which you can use for future purchases. For claims relating to missing, short supply or defective products - you can choose to receive replacement product (subject to available) or a refund.

All credits, refunds, or replacements will be at the sole discretion of Artisan Candle Supplies. Claims will NOT be accepted if the product has been damaged through misuse.

**Credits:** Credits are issued using "Gift Cards". A gift card will be created for the applicable amount and sent to your nominated mobile or email address. The gift card has a unique code that can be used during the checkout process or a QR code that allows you to redeem in store. (Unit 9/5 Parkes Street, Cockburn Central)

**Refunds:** If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within five (5) days. This may take longer to appear in your account, depending on which institution your account is with.

**Replacement Products:** If we approve the despatch of replacement products these will be shipped within 2 business days following approval. (Subject to stock availability)

### 4.0 General

These terms and conditions constitute the entire agreement and understanding of the parties and supersedes any previous agreement between the parties. They shall be governed by Australian law and the parties hereby agree to submit themselves to the exclusive jurisdiction of Australian Courts.

We welcome your comments. If you have any questions or concerns about our terms and conditions, please contact us.