

Refund & Return Policy

Last Updated: November 1st 2025

We want you to love your celebration candle but if something isn't right, here's how we can help:

1. Returns & Exchanges

- We accept returns or exchanges within **14 days of delivery** for unused, unopened candles in their original packaging.
- To start a return, please contact us at **pickleballcandle@gmail.com** with your order number and reason for return.
- Once approved, we'll provide return instructions. Return shipping costs are the customer's responsibility unless the product arrived damaged or defective.

2. Damaged or Defective Items

If your candle arrives damaged or defective, please email us within **5 days of delivery** with your order number and clear photos of the damage. We'll replace the item or offer a full refund.

3. Non-Returnable Items

For safety and hygiene reasons, we cannot accept returns on:

- Used candles
- Sale or clearance items

4. Refunds

Once we receive and inspect your return, we'll notify you via email. Approved refunds are processed to your original payment method within **5–10 business days**.

5. Order Cancellations

If you need to cancel an order, please contact us within **12 hours** of placing it. Once an order has shipped, it cannot be canceled.

6. Contact

Questions about refunds or returns?

 pickleballcandle@gmail.com