

Refund Policy - Spark Change

Returns

Our return policy lasts 30 days. If more than 30 days have passed since your purchase, we cannot offer a refund or exchange.

To be eligible for a return, the item must be unused, in its original condition, and in the original packaging.

Non-Returnable Items:

- Gift cards
- Sale items (including those purchased with a discount code)
- Used fire starters

Important Notes:

- Our fire starters are handcrafted, meaning each one is unique. Variations in appearance are normal.
- During colder months, wax may develop slight cracks. This does not affect functionality and is not a valid reason for return.
- If the wick arrives broken, the fire starter is still usable by lighting the broken wick.
- Fire starters are designed to be used with other materials; they are not stand-alone products.

Partial Refunds (if applicable)

- Items not in their original condition, damaged, or missing parts for reasons not due to our error may qualify for a partial refund.
- Items returned more than 30 days after delivery may qualify for a partial refund at our discretion.

Refunds (if applicable)

Once your return is received and inspected, we will notify you via email regarding the approval or rejection of your refund.

If approved, your refund will be processed, and a credit will be applied to your original payment method within a few business days.

Late or Missing Refunds

If you have not received your refund:

1. Check your bank account.
2. Contact your credit card company, as processing times may vary.
3. Contact your bank for additional processing details.

If you have completed these steps and still have not received your refund, please contact us at **sparkchangefirestarter@gmail.com**.

Sale Items

Only regular-priced items are eligible for refunds. Sale items are non-refundable.

Thank you for supporting Spark Change Fire Starters!