

Returns & Refunds policy

Returns

We accept returns under the following conditions:

- Eligibility Window: Returns must be requested within 7 days of delivery.
- Condition: Items must be unused, unlit, and in original packaging.
- Non-returnable items: Custom or limited-edition candles, promotional bundles, and gift cards are not eligible for return unless damaged in transit.

To initiate a return, please email us at care@custardncandles.in with your order number and reason for return. We'll guide you through the next steps.

Refunds

Once your return is received and inspected:

- We'll notify you via email about the approval or rejection of your refund.
- If approved, your refund will be processed within **5–7 business days** to your original payment method.

Damaged or Incorrect Items

If your candle arrives broken, melted, or not what you ordered:

- Please contact us within **48 hours** of delivery.
- Include clear photos of the item and packaging.
- We'll offer a **replacement or full refund**, depending on your preference.

Return Shipping

- Return shipping costs are the responsibility of the customer unless the item was damaged or incorrect.
- We recommend using a trackable shipping service to ensure safe delivery.

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us by e-mail care@custardncandles.in