

SHIPPING, RETURNS AND REFUNDS

We currently do not offer international delivery, we only offer domestic shipping within Cyprus.

We ship using ACS Courier services all over Cyprus.

All our candles are hand poured in small batches. Due to this, please have in mind that 4-6 working days are required before every product is shipped. Please note, that on public holidays or weekends we do not offer any shipping services. Orders placed on weekends or public holidays are processed within 1-2 working days after you place your order.

Delivery time guidelines: Domestic deliveries (Cyprus): 2-3 working days after the product is shipped.

For all orders over 70 euro shipping is free.

If for any reason you change your mind and want to change an order placed, please let us know immediately and if your order is not shipped we can alter it without any extra charges.

For further inquiries, please email us at meltingflame.candles@hotmail.com.

RETURNS AND EXCHANGES

All candles are safely packed with care so that your parcel arrives safe and with no damages. In the case that a candle is damaged during shipment and delivery, we do replace or refund products, if photographic proof is sent to meltingflame.candles@hotmail.com within 3 days upon delivery.

If you wish to exchange a candle for another scent, you can do so, if this is done within a window of 14 days from your purchase and with proof of purchase by the buyer. All shipping costs for the returned item, are to be handled by the buyer. Once we receive the item, we will notify you via email and initiate the process of exchange.

Please note that incomplete or incorrect shipping addresses may result in your parcel being returned or abandoned. If a situation like this occurs, any return, shipping fees or loss of items, are to be handled by the buyer.

Please note that used candles cannot be returned or refunded.

For shipping address details and further inquiries regarding returns and exchanges, please email us at meltingflame.candles@hotmail.com.

PO/P.O. BOXES

Please note that we do not ship to PO Box/P.O. Box addresses. Any order with a PO Box will be canceled without warning. Please consider an alternate shipping destination when at check out.