

CHIA

CANDLES

Chia Candles Shipping and Returns Policy

All prices are in Australian Dollars

Shipping

We currently only ship within Australia

Cost of shipping is \$10

Deliveries will require a signature unless otherwise specifically requested in writing. Should this occur Chia Candles is unable to take responsibility for lost or damaged goods.

Refund Policy

Refunds are available at the discretion of Chia Candles so long as it is within 14 days of your initial purchase. please contact us via email reception@chiacandles.com. The returned goods must be unused with the original packaging still intact. In order to return the goods, the customer is responsible for return shipping which must include the products purchased as well as your order confirmation.

Damaged goods:

If you receive one of our products that has been damaged in transit, please contact us via email reception@chiacandles.com and we will be able to organise a refund or a replacement. In order for you to receive a refund or replacement you will need to supply us with proof of damage in the form of a photograph. The customer will be required to dispose of the damaged product and must not use it.

Community

Honesty

Integrity

Authenticity