

Terms and Conditions:

Choose from our 72 premium, authentic fragrances! Crossroads candles are made with a very clean-burning blended paraffin wax, which allows us to add the maximum amount of fragrance

Generally speaking, orders usually ship from our factory in Bucyrus, Ohio 7-10 business days after the order is placed. Order processing times may be longer during peak holiday seasons or immediately after a popular online promotion.

Crossroads offers standard ground delivery services via FedEx

Our minimum reorder is \$100 and a first time order is \$300.

Crossroads Return Form

Crossroads prides itself on producing high-quality products and offering outstanding customer service. We stand behind the products we manufacture and want all of our customers to be completely satisfied with their purchases. If you are not fully satisfied, please review our return policy and complete the form below to start the return process. If you have any questions, please feel free to contact us any time at 866-247-0156 or email us at returns@crossroadscandles.com.

CROSSROADS RETURN POLICY (Effective January 1, 2015)

RETURN CONDITIONS:

- All items should be unused and in brand new condition
- All items should be packed well and returned in the appropriate packaging
- You are responsible for the shipping charges to return the product
- You may use any shipping carrier but we recommend FedEx or UPS
- Your product refund will be issued to the original payment method used
- Your original shipping charges (if applicable) are not refundable
- You may request a return or exchange within 30 days of receipt of product
- Failure to follow these conditions may result in a reduced refund
- A 20% restocking fee may apply to orders over \$100
- Items purchased online may not be returned at the Crossroads Factory Store

DEFECTIVE ITEMS:

- Should you have a quality issue with your product concerning the fragrance, wicks, glass, etc. please do not throw the item out. You may be asked to return the product for quality assurance purposes.

DAMAGED ITEMS:

- Damages/discrepancies must be reported within 5 business days product receipt
- It is not necessary to return product that has arrived damaged for safety reasons
- Submit a photo of the damaged product to returns@crossroadscandles.com

RETURN ADDRESS:
Crossroads Original Designs
Attn: Returns Dept.
115 Crossroads Blvd.
Bucyrus, OH 44820

Allow five business days after we receive your return for your refund to be processed.
We will confirm your refund details via email after it is processed. Thank you!