

Terms and Conditions:

Minimum Order: \$100

Free Shipping - On All Our Soy Candles

Our Turnaround is 5 - 10 Business Days from payment. Our wholesale prices include free shipping. (United States Only)

We do not charge extra for shipping or handling. The price that you see is what you pay at checkout. Not only do we offer Free Shipping, Papa's Candle Shoppe ships all our packages either Priority Mail or FedEx.

Our Story

Located in the mountains of Central Pennsylvania is a quaint little place called Papa's Candle Shoppe. I chose that name because my little Grandkids call me Papa!

We began our scented soy candle making business in December of 2009. I have four daughters and a wife who loves to burn candles and they were not satisfied with the quality they were getting from other name brand candles. So, since I am a chef who is always searching for ways to improve on recipes, I went to work making top of the line candles.

Since my wife and daughters are "nuts" about healthy living and always filling my kitchen with herbs or raw and organic foods, I decided to go green with my candles and make them with all natural "soy."

We tested our candles for months with our family and friends until we got the perfect candle with the best scent and then put them on the web, where they are selling extremely well.

I know that there are many candle makers who put out a great product so if Papa's Candle Shoppe was to be #1, I would not only have to be #1 in selling the BEST candles but also in customer service as well as shipping.

We are so confident that our product cannot be beat, that we put a guarantee on them to burn clean.... right down to the bottom of the jar while keeping their robust aroma or we'll replace them free.

So, if the label says Papa's Candle Shoppe then it is.... Excellence in Soy!

Returns

We accept returns for exchange or refund 30 calendar days after delivery of the product. At our sole discretion after 30 calendar days, we will offer an exchange or store credit only. Items must be in "new, unaltered and unused condition". Definition of new, unaltered and unused condition is without showing signs of wear or damage in any way within 30 calendar days of the delivery date (after 30 days no returns are allowed) must not be a special order or a custom order unless noted that it cannot be returned or has a different return policy time period other than that 30 days noted in that item's particular item description. If an item is received damaged or is incorrectly shipped by us please contact Customer Support immediately. Items that are defective and shipped from us or items that you did not order but received from us will qualify for store credit or a cash refund. Refunds are contingent upon inspection of item(s) once we receive it. There is a 15% restocking fee for returned items that are not being exchanged and are not damaged. Again you MUST contact us within 30 days if you intend to return ANY item back to our store. Items returned to us AFTER 30 days and WITHOUT contacting us will NOT be refunded. Customer is responsible for all shipping costs if seller is not at fault.

If you have any questions or problems with our candles please feel free to email us at www.papascandlehopp@aol.com or call us 609-805-0795 between 9 AM - 5 PM Monday - Friday and we will be more than willing to address your concerns.

Thanks

Papa

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Payments

We only except credit cards. Visa, Mastercard, Discover card and American Express. We do not process the order until after the charge has been captured.