

Terms and Conditions

Payment Methods:

We gladly accept payment through Paypal, all major credit cards, checks or money orders. All payments must be pre-paid. Net 30 is available for pre-approved wholesale customers only. All prices subject to change without notice.

Shipping Policy:

We proudly ship our candles nationwide with FedEx. Because our candles are customized and made to order, most orders are shipped within 5-10 business days. Wholesale or fundraising orders may take up to 2 weeks. We strive to ship our orders as quickly as we can to better serve our customers. If your order is not received within the time frame above, please contact us and we will provide tracking information for your order. PLEASE take the hot summer months into consideration when having your packages delivered to warm climates. Candles left at the door directly in the sun run the risk of melting. We reserve the right to adjust shipping charges as necessary to cover our costs. We will notify you by phone or email if the shipping is more than your order confirmation.

Return Policy:

We hope you LOVE every purchase from Simply Vintage Candles, but just in case, here are some guidelines to consider before purchasing. Every Simply Vintage Candle is made of high quality ingredients and we take special care in preparing each candle. All candles are individually hand-poured. As with any handcrafted product, slight variances may occur and are a natural part of the "handmade" process. If you have purchased a product that for some reason is not what you expected, please notify us within three (3) business days. The items may be returned (unused) within 30 days. The purchase price will be refunded once the item has been returned. The customer will be responsible for paying return shipping.

We take great care in packaging your order to insure your product arrives in excellent condition. In the unlikely event of damage during shipping, you will need to save the shipping box, packaging material and product. Please open all of your packages immediately after delivery. Any damaged or wrongly shipped products must be brought to our attention within three (3) business days after receipt of delivery for a full refund or return authorization. If we are not notified within three (3) business days, you assume full responsibility for the delivery and all products.