

DELIVERY & RETURNS

At North Flame Candles, every order is carefully prepared and packaged to ensure it reaches you in perfect condition.

UK DELIVERY

All orders are hand-packed with care in Northumberland.

PROCESSING TIME

Orders are usually dispatched within 1–2 working days.

DELIVERY CHARGES

Calculated at checkout.

DELIVERY TIMES

Once dispatched, delivery times depend on the courier and service selected.

ADDRESS DETAILS

Please ensure your delivery address is correct when placing your order.

EMAIL ADDRESS

Please enter this at checkout so you receive confirmation when your order has been dispatched.

RETURNS & CANCELLATIONS

We want you to be happy with your purchase.

If you change your mind when shopping online, you generally have the right to cancel your order within 14 days of receiving it.

After notifying us that you wish to cancel, you have a further 14 days to return the goods.

Items should be returned in their original condition, with packaging where reasonably possible. You are responsible for return postage unless the item is faulty or incorrect.

Please contact us before returning an item so we can provide the correct instructions.

FAULTY, DAMAGED OR INCORRECT ORDERS

We take great care when preparing your order, but if something isn't right, please get in touch.

Please include:

- Your order number
- A description of the issue
- Photographs, where relevant

We will work with you to resolve the problem. You will not be expected to pay return postage for faulty, damaged or incorrectly supplied goods. Your statutory consumer rights are not affected.

REFUNDS

Once an eligible return has been received and checked, refunds will be issued to your original payment method.

Where you exercise your legal right to cancel, refunds will be made within the applicable statutory timeframe.

PERSONALISED & BESPOKE ORDERS

Personalised or bespoke items made to your specifications are generally excluded from the 14-day change-of-mind cancellation right.

This does not affect your statutory rights if an item is faulty, damaged or not as described.

NEED HELP?

If you have any questions about delivery, returns or an order, please get in touch through our Contact page.

NORTH FLAME
CANDLES