

Hi Everyone,
I love candles and soap! I love to make them and enjoy them, but most of all I love to get new people into candle and soap making. We carry a wide variety of wicks, waxes, candle gels, soap bases, molds, scents, packaging supplies and loads of other professional quality supplies to choose from at reasonable prices. We personally test each one of our products to ensure that you are receiving the finest quality materials available.



I would like to thank all of our customers and friends for your patronage, suggestions and ideas. We listen and care and love all of the creative input that our customers and friends offer. Please keep the ideas flowing. We also have FREE candle making technical support if you are having problems or have questions about our products. Just give our friendly staff a call at 215-538-8552.

As always, your concerns and comments are always welcome and as the saying goes "if I don't know about it... I can't fix it."

Your friend,
Cindy Novack
email: cindy@candlesandsupplies.com

Company Terms & Policies

Ordering

We do not have a minimum order, however shipping charges will be added to all orders. Shipping is determined by the weight of your order when it is manifested on our shipping system. Orders can be placed by phone toll free at 800-819-6118, by fax 24 hours at 215-538-8175 or our online shopping cart. Orders are normally shipped within 48 hours and rush orders placed by telephone by 12:00pm EST can be shipped the same day. During the busy season (September-December) we may experience some shipping delays, but we will do our best to inform you of any delays when you place your order.

Please have your order complete when calling. Your order will be processed and sent to our warehouse as soon as it's placed, so it is impossible to change or add on.

Rush orders should be placed by telephone or on our online shopping cart and confirmed by telephone. Occasionally web servers go down or we experience connection problems. If you have an order that must be shipped, please call us and we'll make every effort to get your order shipped as quickly as possible.

Although we keep a large inventory of our items, occasionally a product will be out of stock due to circumstances beyond our control. We will try to inform you of any out of stock items when placing your order, however we do not make any guarantees on product availability. **Out of stock items are NOT backordered**, you must reorder when they are back in stock

Pricing & Discounts

Prices are subject to change without notice. We make every effort possible to keep our website and shopping cart up to date with current prices. You can verify current pricing when placing your order by telephone.

All of our prices and discounts are listed on our website. Our discounts are per product based on volumes purchased. We would be happy to quote special prices on larger orders of \$5000.00 or more, so please call us at 800-819-6118.

Payment

Credit Cards - We accept Visa, Mastercard, American Express and Discover. We also accept checking account debit cards for your convenience. Your order will not be shipped if your credit card declines, so please make sure to check your available balance before placing your order.

PayPal® - We subscribe to the PayPal® service. After you place your order, we will send you a money request for the total of your items plus shipping. Your order will be shipped when the PayPal payment is received. PayPal check orders are held until we have received an email from PayPal® stating that the payment has cleared.

ACH Transfer/Phone Check - This method of payment is exactly like writing us an actual check from your checking account; however, your order will be held for 10 business days until the check has cleared. You can fax us a copy of your cleared payment to have your order released earlier.

Checks - Orders paid by personal or business check will be held for 10 business days until your check clears our bank. Returned checks are subject to a \$25.00 service charge.

Terms - Sorry we do not offer credit terms or Net 30 accounts at this time.

Shipping

All shipments are FOB Quakertown, PA. Shipping costs are based on actual product weight and are calculated when your order is manifested on our UPS or FEDEX system.

We may experience some seasonal delays in shipping from August through January, but we will make every effort to update our website with current ship times. Orders will be shipped UPS or FEDEX ground unless otherwise specified. Priority mail and parcel post orders may take an additional 5 business days due to additional processing. Since we are in a rural area, we do not go to our post office everyday so your order will be shipped on the next scheduled visit.

Multiple box shipments will sometimes arrive a day or two apart. Please allow ample time for your shipment to arrive before calling us for a tracer.

Returns

We are so confident that you will like our products as much as we do that we will accept returns within 30 days of your original purchase without a restocking fee. Items must be returned in original condition for resale. In-store credit will be issued (not cash or credit card refunds) for all returns unless you were shipped something in our error.

Due to sanitary reasons, we do not accept returns on fragrance oils or bath and body bases. We recommend purchasing the 1 oz. size bottles of fragrance to try our scent or visit our showroom in Quakertown, PA where we have all of our scents on display. We apologize if this causes any inconvenience, but we only want to sell the highest quality product available and you can be sure when ordering from us that your products have not been tampered with or diluted.

Warranties

Since there are literally millions of combinations and uses for our products, we cannot warranty anything we sell that can be subject to user error. We are constantly experimenting with new products and have a very good idea of how everything works based on our testing. However, we cannot possibly test every combination, temperature, situation, etc. We recommend experimenting when you have ample time and supplies to do so, but please keep in mind that your experiments may not work and we will not be held responsible for unexpected results or missed craft shows.

Since most of the waxes, scents, etc. are mixed from raw ingredients, batches may vary from time to time and you may need to adjust your formulas slightly. We highly recommend test burning all of your candles before selling them so that you know exactly what your customers will be receiving.

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