

Refund Policy

Tae'dels Candles - Refund Policy

To Request a Refund

Please contact taedels.info@taedelscandles.com. A member of our team will respond within one business day with the refund request form and detailed instructions on how to proceed.

Refund Policy

1. The item must be returned in its original condition and packaging.
2. If an item arrives visibly damaged, photo evidence is required. Please upload clear images of the damage followed by the refund request form and email them to taedels.info@taedelscandles.com at the time of your refund request.

Without uploaded photos, refund will be denied.

4. To receive a full refund, the damaged candle must be returned to us.

Refund will not be issued if candle is not returned.

Refund requests must be submitted within 7 days of receiving your order. After 7 days,

refund request will be denied.

Once your return is approved and received, we will issue a refund to your original payment method or process an exchange as requested.

Original shipping costs are non-refundable, and return shipping is the responsibility of the customer.

Tae'dels Candles | Elegance In Every Glow