Returns and refund policy v1.0

To be read in conjunction with the F2F Product Safety Management Plan, which covers recalls required by the company.

Purpose of the Policy:

The Returns and Refunds Policy is designed to ensure customer satisfaction, build trust with our clients, and comply with UK consumer protection laws. It will provide clear guidelines for the return and refund process, making it easier for customers to understand their rights and our obligations.

1. General Principles

Customer Satisfaction: At Fuel to Fire, we strive to ensure that our customers are satisfied with their purchases. If a product does not meet their expectations, we want to facilitate a simple and fair return process.

Compliance with Regulations: This policy complies with the Consumer Rights Act 2015, ensuring customers know their rights regarding returns and refunds.

2. Eligibility for Returns

Time Frame: Customers have 30 days from the date of receipt to notify us of their intention to return a product. The items must be returned within 14 days of notifying us.

Condition of Goods: To qualify for a return, items must be unused, in the original packaging, and in the same condition as received. This includes all labels, tags, and any accompanying documentation.

Exclusions: Due to health and hygiene reasons, we cannot accept returns on products that have been used or opened, such as candles that have been lit.

3. Return Process

Notification: Customers must contact us via email at [knowitalluk1@gmail.com](mailto:knowitalluk1@gmail.com), or via the third party platform they made the purchase on (eg Etsy) to initiate the return process. They should provide the order number and a description of the issue, and they may include any relevant images if applicable.

Return Authorization: Upon receiving the return request, we will provide a Return Authorization (RA) number and instructions for returning the product.

Shipping Costs: Customers are responsible for the return shipping costs unless the item is faulty or incorrect. In such cases, we will reimburse reasonable return shipping costs.

Packaging: Customers should ensure that the items are adequately packaged to prevent damage during transit.

4. Refund Process

Processing Time: Once we receive the returned item, we will inspect it and process the refund within 14 days. Refunds will be issued using the original payment method.

Partial Refunds: In cases where items are returned damaged or not in the original condition, we reserve the right to issue a partial refund reflecting the item's condition.

5. Faulty or Incorrect Items

Resolution: If a customer receives a faulty or incorrect item, they should contact us immediately. We will offer a full refund or replacement at no additional cost.

Time Frame for Reporting: Customers should report any issues with their order within 30 days of receiving the product to qualify for a refund or replacement. If a fault is reported after 30 days Fuel to Fire reserve the right to replace the item or offer a refund, as long as this is possible, does not put the customer at significant inconvenience, take an unreasonably long time and is not disproportionate to the value of the goods. If a fault is discovered after 6 months of purchase the burden of proving that the fault is ours, rests with the customer.

6. Customer Communication

Transparency: Clear communication regarding the returns and refunds process is essential. We will ensure that all customers can access a copy of this policy with their order confirmation and can access it on our website.

Support: Our customer service team will be available to assist with any questions regarding the returns and refunds process, ensuring a positive experience for our customers.

7. Lit candles

Candles that have been lit will not be resold under any circumstances. This is because we can not establish there is no debris in the melt pool that has solidified.

8. Review and Updates

Policy Review: This policy will be reviewed annually and updated as necessary to reflect changes in legislation, business practices, or customer feedback.

Feedback Loop: We encourage customers to provide feedback on their experience with our returns and refunds process to help us improve our policies and services.