

Shipping & Returns

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Shipping information

We want your Spirit Candle products to reach you quickly and safely. We partner with the Polish logistics platform **Furgonetka** to offer a variety of delivery methods and carriers. When you check out, you can choose from the available options based on your location.

Available delivery methods

- **Door-to-door courier** – a courier comes directly to your address to deliver your parcel. Available via DHL, InPost, UPS, FedEx, GLS, DPD and other carriers.
- **Pick-up points** – collect your order from a nearby courier point or partner shop. This option is convenient if you are not at home during the day. You will receive a notification when the parcel is ready for collection.
- **Parcel lockers** – collect your parcel 24/7 from an automated parcel machine. Simply use the code sent by the carrier to unlock your locker.

Delivery times

We dispatch orders within 1–3 business days. Delivery times vary depending on your location and chosen method:

- **Poland** – 1–3 business days after dispatch.
- **European Union** – 3–7 business days after dispatch.
- **Rest of the world** – 7–14 business days after dispatch, subject to customs clearance.

Please note that these are estimated times and may vary due to factors beyond our control (weather, customs, holidays). Once your order ships, you will receive a tracking link so you can follow its progress. If shipping to a remote area, delivery may take longer.

Shipping costs

Shipping costs depend on your location, the weight and size of your order and the selected carrier. The exact cost will be displayed at checkout. We may offer free shipping for orders

above a certain threshold, which will be indicated on our Site.

Returns and exchanges

We hope you love your Spirit Candle purchase. However, if you change your mind or are not completely satisfied, you can return your products within 14 days of receipt. To be eligible for a return, items must be unused, in their original packaging and in resalable condition. We do not accept returns of used candles for hygiene reasons.

How to initiate a return

1. Email us at m5moffice@proton.me within 14 days of receiving your order. Please include your order number and the items you wish to return.
2. We will provide return instructions and a return address. You are responsible for the cost of shipping the items back to us unless they arrived damaged or incorrect.
3. Pack the items securely in their original box. Include a copy of your order confirmation or a note with your contact details.
4. Send the parcel via a tracked service. Keep the tracking number in case there are any issues.

Once we receive and inspect your return, we will notify you by email and process your refund to the original payment method within 14 days.

Damaged or incorrect items

If your order is damaged in transit or you receive the wrong item, please contact us within 7 days of delivery with photos of the damage or description of the issue. We will arrange for a replacement or refund and cover any return shipping costs.

Non-returnable items

We cannot accept returns of used candles or items that have been personalised (e.g. custom labels). Gift cards are also non-returnable.

For any questions about shipping or returns, please email us at m5moffice@proton.me.