

# Terms of Sale

Last updated: 8 October 2025

These Terms of Sale ("Terms") govern your purchase of products from **SPIRIT CANDLE** through the website **www.spirit-candle.com** (the "Site"). By placing an order, you agree to be bound by these Terms. Please read them carefully before ordering.

## 1. Seller information

The seller and operator of the Site is **M5M Limited Sp. z o.o. oddział w Polsce**, Grzybowska 2/31, 00-131 Warsaw, Poland, VAT ID 5252998035, REGON 528769795. You can contact us at [m5moffice@proton.me](mailto:m5moffice@proton.me).

## 2. Products and pricing

We sell luxury soy candles and related accessories. Product descriptions, photographs and prices are available on the product pages. We make every effort to describe products accurately; however, minor variations in colour or scent may occur. All prices include applicable VAT and are stated in Polish zloty (PLN) or the currency shown. Shipping fees will be added at checkout.

## 3. Ordering and contract formation

To place an order, add products to your cart and proceed to checkout. Before submitting, you can review and edit your order. By clicking the "Place Order" button, you make a binding offer to purchase the items listed. After we receive your order, you will receive an automatic confirmation email. The contract is formed when we dispatch your goods and send you a shipping confirmation.

## 4. Payment

We accept secure online payments via **Stripe**. Payment is due immediately upon placing the order. By entering your payment information, you authorise Stripe to charge the total amount. We do not store your card details; they are processed directly by Stripe in accordance with their

privacy and security standards.

## 5. Delivery and shipping

We ship worldwide from our warehouse in Poland. Shipping options and carriers are provided through our logistics partner **Furgonetka**, which cooperates with trusted couriers such as DHL, InPost, UPS, FedEx, GLS and DPD. Available delivery methods include door-to-door service, collection at pick-up points and parcel machines. Estimated delivery times and shipping costs will be displayed at checkout based on your location and chosen method. Orders are usually dispatched within 1–3 business days. You will receive a tracking link once your order has shipped.

## 6. Right of withdrawal

If you are a consumer residing in the European Union or another jurisdiction that provides a right of withdrawal, you have 14 calendar days from the date you receive the goods to withdraw from the contract without giving any reason. To exercise this right, please email us at [m5moffice@proton.me](mailto:m5moffice@proton.me) within the withdrawal period. You must return the goods unused, in their original condition and packaging. You are responsible for the cost of return shipping. We will refund the purchase price (including the original delivery cost) within 14 days after receiving the returned goods.

## 7. Returns and refunds

If your product is defective or damaged on arrival, please contact us within 7 days of delivery. We will either refund you or send a replacement. If you wish to return products for any other reason within the withdrawal period, you must follow the return instructions in Section 6. We reserve the right to refuse returns of used or damaged items.

## 8. Warranty and liability

We warrant that our products conform to the contract upon delivery. If a product is defective, you are entitled to remedies under applicable consumer law. Our total liability for any claim arising from or in connection with a purchase under these Terms is limited to the purchase price paid. We are not liable for indirect, incidental or consequential damages, except where liability cannot be excluded by law.

## 9. Personal data

We process your personal data in accordance with our [Privacy Policy](#) and [Cookie Policy](#). By placing an order, you acknowledge that we will process your data for the purpose of fulfilling the contract.

## 10. Dispute resolution and governing law

These Terms are governed by the laws of Poland. If you are a consumer residing in the EU, you may bring disputes to the competent court in your place of residence. The European Commission also offers an [Online Dispute Resolution](#) platform.

## 11. Changes to the Terms

We reserve the right to update these Terms from time to time. Any changes will take effect when posted on this page. Orders placed before the changes will be subject to the Terms in force at the time of the order.

If you have any questions about these Terms, please contact us at [m5moffice@proton.me](mailto:m5moffice@proton.me).