Return & Shipping policy

At **Radiate**, we want your shopping experience to be smooth, hassle-free, and enjoyable. We take great care in crafting and packaging our products, ensuring they reach you in perfect condition. We take great pride in our **handcrafted products** and want you to love every purchase. However, we understand that unforeseen events may arise during shipping resulting in damaged, wrong or tampered products being delivered. We are fully committed to promptly resolve any issues which may arise. Please read our policy carefully to ensure a seamless experience and to help you shop with confidence.

Shipping Policy - Radiate

We are pleased to offer **shipping services across India**. However, transit times may vary based on destination, courier delays, or unforeseen circumstances like weather disruptions or strikes. Below is everything you need to know about our shipping process.

Order Processing & Shipping Duration

- Orders are processed and shipped within 1-2 business days after payment confirmation. We ship it as quickly as possible via our trusted shipping agents.
- Estimated **delivery timelines**:
 - Metro Areas: 2-4 business days
 - o **Regional Areas**: 2-7 business days
- Factors such as distance, courier operations, and unexpected events may occasionally cause slight delays in delivery.

Order Tracking

 Once your order is shipped, you will receive an email with tracking details, including the courier partner's name and tracking number. • Tracking updates may sometimes be delayed due to unforeseen courier issues. If you do not receive tracking details within **3** business days, please contact us at [Your Email ID] for assistance.

Lost, Delayed, or Returned Packages

- If your order is **lost in transit, held at clearance, or returned to us**, we take **full responsibility** and will **promptly arrange a replacement** with priority shipping.
- While we cannot control logistics once the package has been shipped, we will assist in resolving any courier-related issues.

Extended Shipping Delays

- Although we strive to meet estimated delivery timelines, unexpected delays can sometimes occur.
- If your order takes longer than the **stated delivery window**, please reach out to us, and we will investigate the issue with our shipping partners.

Accurate Shipping Details

- To ensure smooth delivery, please provide a **complete and accurate address**, including:
 - Pin code
 - Landmark (if applicable)
 - Active mobile number and name for delivery updates

Any errors in the address may result in delays or return-to-sender issues.

Modes of Payment

We accept:

- All major debit & credit cards (Mastercard, Visa, American Express)
- Net Banking across major banks
- **☑** UPI payments
- O Currently, we do not offer Cash on Delivery (COD), but we will introduce it soon!

Need Help? Contact Us!

For any **shipping-related queries**, please feel free to contact us:

Email: [Your Email ID]

Instagram: [Your Instagram Handle]

WhatsApp: [Your WhatsApp Number]

We appreciate your patience and support, and we're committed to delivering a seamless shopping experience! *

Exchange & Return Policy

We take great pride in our **handcrafted products** and want you to love every purchase. However, we understand that issues may arise during shipping. Please read our policy carefully to ensure a seamless experience.

Damaged or Incorrect Orders

If you receive a **damaged, incorrect, or tampered** product, we are happy to offer an **exchange**. To process your request:

- Record an unboxing video from start to finish within 24 hours of receiving the product as proof for this policy to be applicable.
- Email us at [Your Email ID] with the video and details of the issue.
- If the claim is approved, we will send a **replacement**.

Returns & refunds

Sorry we do not offer returns or refunds for change of mind purchases.

Not Sure About a Product? Let's Help You Decide!

Since candles are a **sensory product**, we encourage you to explore before purchasing:

- 1. **Live Videos & Photos** DM us on Instagram or WhatsApp for real-time product showcase.
- 2. **Customer Reviews & Pictures** Check out real customer feedback on our Instagram highlights.

3. **Fragrance Descriptions** – Read detailed scent descriptions to find your perfect match.

At Radiate Candles, we believe in honesty, transparency, and making sure you love what you buy. If you need any assistance, feel free to reach out!



Instagram:

WhatsApp: