

# Website return, refund and 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 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

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
    - **Regional Areas**: 2-7 business days
  - Factors such as **distance, courier operations, and unexpected events** may occasionally cause slight delays in delivery.
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### 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 [radiatecandles24@gmail.com](mailto:radiatecandles24@gmail.com) for assistance.

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## 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.

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## 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 where the RTO fees is to be borne by the customer.

# Exchange, Return & Refund 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.

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

## In case of Damaged or Incorrect Orders

If you receive a **damaged, incorrect, or tampered** product, we are happy to offer an **exchange/refund**. 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 **radiatecandles24@gmail.com** with the video and details of the issue.
- If the claim is approved, we will send a **replacement**/ initiate refund process

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically **credited on your original payment method within 10 business days**. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If **more than 15 business days** have passed since we've approved your return, please contact us at [radiatecandles24@gmail.com](mailto:radiatecandles24@gmail.com)

## Modes of Payment

We accept:

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

## Need Help? Contact Us!

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

✉ **Email:** [radiatecandles24@gmail.com](mailto:radiatecandles24@gmail.com)

📱 **Instagram:** <https://www.instagram.com/letsradiate.in/>

💬 **WhatsApp:** +91 7011145443

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