

Terms of Service

Effective date: July 26, 2025

1. Introduction

Welcome to Bramble & Flame. By using our website and purchasing our handmade products, you agree to these Terms of Service. Please read them carefully.

2. Seller Information

Bramble & Flame

Email: bramble2flame@gmail.com

Address: Ashbourne, Derbyshire

Website: www.bramble-n-flame.co.uk

3. Orders, Payment & Taxes

- VAT is not included in our prices, as we operate under the UK income tax system in accordance with UK law.
- We accept payments via Stripe.
- All transactions are securely processed.

4. Shipping & Delivery

- Orders are usually dispatched within 2-5 working days.
- We are not responsible for delivery delays due to courier issues or incorrect addresses.

5. Returns & Refunds

- We do not accept returns due to change of mind.

6. Refunds are issued for damaged goods reported within 48 hours of delivery (photo evidence required).

7. User Responsibility & Fraud

- Fraudulent activity is prohibited and may result in legal action.
- The user is liable for any losses caused by such activity.

8. Intellectual Property

- All content (logo, images, product names) is owned by Bramble & Flame.
- Use or reproduction is not permitted without our written consent.

9. Limitation of Liability

- We are not liable for injuries, burns, or allergic reactions resulting from candle misuse.
- We are not responsible for temporary website downtime or technical errors.

10. Changes to Terms

We reserve the right to update these Terms at any time. Continued use of the website after changes constitutes agreement.

11. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes shall be resolved in UK courts.