

Terms of Service

1. Introduction

Welcome to Bramble & Flame ("Company", "we", "our", "us"). By purchasing our products and using our services, you agree to these Terms of Service. Please read them carefully before placing an order.

2. Fraud and User Responsibility

2.1. Any attempt to manipulate prices, orders, or payments through fraudulent activities (e.g., data tampering, unauthorised code modifications, or false claims) is strictly prohibited.

2.2. If any such activity is detected, we reserve the right to cancel the order, refuse service, or take legal action where necessary.

2.3. The user is fully responsible for any consequences resulting from fraudulent actions. Any losses or damages incurred due to such actions will not be covered or refunded by us.

3. Returns and Refunds Policy

3.1. Due to the nature of our products (candles), **we do not accept returns or exchanges** for reasons such as change of mind or personal preference.

3.2. Refunds may be issued only if the product arrives **damaged or defective** (e.g., a broken glass container).

3.3. If you receive a damaged item, you must notify us within **48 hours** of delivery with photographic evidence of the damage.

3.4. We reserve the right to assess the claim and decide whether a full or partial refund is appropriate.

4. Liability

4.1. We are not responsible for any damage, injury, or allergic reactions resulting from improper use of our candles. Please follow all safety instructions provided.

4.2. We do not guarantee uninterrupted or error-free service on our website. We will not be liable for any losses caused by system errors, downtime, or external attacks.

By purchasing from us, you confirm that you have read, understood, and agreed to these Terms of Service.