

Terms & Conditions

Effective Date: October 22, 2025

Last Updated: October 22, 2025

Welcome to Limen Lakay LLC ("we," "us," "our," or "Limen Lakay"). These Terms and Conditions ("Terms") govern your use of our website www.limenlakay.com (the "Site") and the purchase of our handmade candles and related products (the "Products"). By accessing or using our Site and purchasing our Products, you agree to be bound by these Terms.

1. General Information

Limen Lakay LLC is a limited liability company registered in Boynton Beach, Florida, United States. We specialize in handmade, eco-friendly candles crafted with soy wax, beeswax, and paraffin.

Contact Information:

Email: info@limenlakay.com

Website: www.limenlakay.com

2. Acceptance of Terms

By accessing, browsing, or making a purchase through our Site, you acknowledge that you have read, understood, and agree to be bound by these Terms and our Privacy Policy. If you do not agree with these Terms, please do not use our Site or purchase our Products.

3. Product Information

3.1 Handmade Nature

All candles sold by Limen Lakay are handmade products. Due to the artisan nature of our Products, slight variations in color, scent intensity, appearance, and weight may occur. These variations are normal and do not constitute defects.

3.2 Materials

Our candles are crafted using soy wax, beeswax, paraffin, and eco-friendly materials. We strive to use sustainable and environmentally conscious ingredients wherever possible.

3.3 Product Descriptions

We make every effort to accurately display and describe our Products, including colors, scents, sizes, and materials. However, we cannot guarantee that your device's display will accurately reflect the actual color or appearance of Products.

3.4 Safety Information

Candles are flammable products. Please follow all safety instructions provided with your purchase. Never leave a burning candle unattended, and keep candles away from children, pets, and flammable materials.

4. Orders and Pricing

4.1 Order Acceptance

All orders are subject to acceptance by Limen Lakay. We reserve the right to refuse or cancel any order for any reason, including but not limited to product availability, errors in pricing or product information, or suspected fraudulent activity.

4.2 Pricing

All prices are listed in United States Dollars (USD) unless otherwise stated. We reserve the right to change prices at any time without prior notice. The price charged for a Product will be the price in effect at the time the order is placed, subject to our acceptance of the order.

4.3 Payment

We accept payment through Stripe and PayPal. Payment must be received in full before orders are processed and shipped. By providing payment information, you represent and warrant that you are authorized to use the designated payment method.

4.4 Taxes

Applicable sales taxes, VAT, or other taxes will be added to your order total as required by law based on your shipping address.

5. Shipping and Delivery

5.1 Shipping Locations

We ship domestically within the United States and internationally to select countries. International shipping availability depends on the destination country and may be subject to restrictions.

5.2 Processing Time

Orders are typically processed within 3-7 business days. Handmade items may require additional processing time, which will be communicated at the time of purchase.

5.3 Shipping Times

Delivery times vary based on your location and selected shipping method. Estimated delivery times are provided at checkout but are not guaranteed. Limen Lakay is not responsible for delays caused by shipping carriers, customs processing, or events beyond our control.

5.4 International Orders

International customers are responsible for all customs duties, import taxes, and fees imposed by their country. We are not responsible for delays due to customs clearance processes.

5.5 Risk of Loss

All Products purchased from Limen Lakay are made pursuant to a shipment contract. Risk of loss and title for Products pass to you upon delivery to the carrier.

6. Returns, Exchanges, and Refunds

6.1 Return Policy

We want you to be completely satisfied with your purchase. If you are not satisfied, you may return eligible Products within 30 days of delivery for a refund or exchange.

6.2 Eligible Returns

Returns are accepted only for:

- Unused, unopened, and unburned candles
- Products in their original packaging
- Products that are not damaged due to customer misuse

6.3 Non-Returnable Items

The following items cannot be returned:

- Used, opened, or burned candles
- Products damaged due to misuse or improper storage
- Sale or clearance items (unless defective)

6.4 Damaged or Defective Products

If you receive a damaged or defective Product, please contact us at info@limenlakay.com within 7 days of delivery with photos of the damage. We will provide a replacement or full refund at no additional cost to you.

6.5 Return Process

To initiate a return, please contact us at info@limenlakay.com with your order number and reason for return. We will provide you with return instructions. Customers are responsible for return shipping costs unless the Product is damaged or defective.

6.6 Refunds

Once we receive and inspect your returned Product, we will process your refund within 7-10 business days. Refunds will be issued to the original payment method. Shipping costs are non-refundable unless the return is due to our error or a defective Product.

7. Intellectual Property

7.1 Ownership

All content on the Site, including text, graphics, logos, images, product designs, and software, is the property of Limen Lakay LLC or its content suppliers and is protected by United States and international copyright, trademark, and other intellectual property laws.

7.2 Limited License

You are granted a limited, non-exclusive, non-transferable license to access and use the Site for personal, non-commercial purposes. You may not reproduce, distribute, modify, or create derivative works from any content on the Site without our express written permission.

8. User Conduct

You agree not to:

- Use the Site for any unlawful purpose or in violation of these Terms
- Attempt to gain unauthorized access to the Site or our systems
- Interfere with or disrupt the Site or servers connected to the Site
- Transmit any viruses, malware, or other harmful code
- Collect or harvest any information about other users
- Impersonate any person or entity or misrepresent your affiliation with any person or entity

9. Disclaimers

9.1 Product Use

Candles contain flammable materials and must be used with care. Limen Lakay is not liable for any injuries, damages, or losses resulting from improper use, storage, or handling of our Products.

9.2 Allergies and Sensitivities

Our Products may contain fragrances and other materials that could cause allergic reactions in sensitive individuals. Please review product descriptions carefully. If you have allergies or sensitivities, discontinue use immediately if irritation occurs.

9.3 "As Is" Basis

THE SITE AND PRODUCTS ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

10. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, LIMEN LAKAY LLC, ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, DATA, USE, OR GOODWILL, ARISING OUT OF OR RELATED TO YOUR USE OF THE SITE OR PRODUCTS, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO EVENT SHALL OUR TOTAL LIABILITY TO YOU FOR ALL DAMAGES, LOSSES, OR CAUSES OF ACTION EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT(S) GIVING RISE TO THE CLAIM.

11. Indemnification

You agree to indemnify, defend, and hold harmless Limen Lakay LLC and its officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, costs, or expenses (including reasonable attorneys' fees) arising out of or related to your use of the Site, violation of these Terms, or violation of any rights of another party.

12. Privacy

Your use of the Site is also governed by our Privacy Policy, which is incorporated into these Terms by reference. Please review our Privacy Policy to understand our practices regarding the collection and use of your personal information.

13. Modifications to Terms

We reserve the right to modify these Terms at any time. Changes will be effective immediately upon posting to the Site with an updated "Last Updated" date. Your continued use of the Site after changes are posted constitutes your acceptance of the revised Terms. We encourage you to review these Terms periodically.

14. Termination

We may terminate or suspend your access to the Site immediately, without prior notice or liability, for any reason, including if you breach these Terms. Upon termination, your right to use the Site will immediately cease.

15. Governing Law and Dispute Resolution

15.1 Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of Florida, United States, without regard to its conflict of law provisions.

15.2 Jurisdiction

Any disputes arising out of or related to these Terms or your use of the Site shall be resolved in the state or federal courts located in Palm Beach County, Florida. You consent to the personal jurisdiction of such courts.

15.3 Informal Resolution

Before filing a claim, you agree to contact us at info@limenlakay.com to attempt to resolve the dispute informally.

16. Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect, and the invalid or unenforceable provision shall be modified to reflect the parties' intention as closely as possible.

17. Entire Agreement

These Terms, together with our Privacy Policy, constitute the entire agreement between you and Limen Lakay LLC regarding your use of the Site and purchase of Products, superseding any prior agreements or understandings.

18. Waiver

Our failure to enforce any right or provision of these Terms shall not constitute a waiver of such right or provision unless acknowledged and agreed to by us in writing.

19. Contact Information

If you have any questions about these Terms, please contact us:

Limen Lakay LLC

Email: info@limenlakay.com

Website: www.limenlakay.com

Location: Boynton Beach, Florida, United States

By using our Site and purchasing our Products, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions.