

Returns & Refunds Policy

Last Updated: 5 August 2026

At **WixScents**, we take pride in hand-pouring each of our soy candles with care and attention to quality. If you're not completely satisfied with your purchase, we're here to help.

Change of Mind Returns

Due to the nature of our products, we do not offer refunds or exchanges for change of mind.

Please choose carefully before placing your order. If you have any questions about a product before purchasing, we encourage you to contact us.

Damaged or Faulty Products

If your order arrives damaged, defective, or incorrect, please contact us within **7 days of receiving your order**.

To help us resolve the issue quickly, please provide:

- Your order number
- A description of the issue
- Clear photographs of the damaged, faulty, or incorrect item
- Photographs of any damaged packaging (if applicable)

Once we've reviewed your claim, we may offer:

- A replacement product
- A store credit
- A refund

The solution provided will be determined at our discretion and in accordance with your rights under New Zealand consumer law.

Non-Returnable Items

For health, safety, and hygiene reasons, we cannot accept returns of:

- Used candles

- Burned or partially burned candles
 - Opened wax melts
 - Products that have been altered or damaged after delivery
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Consumer Guarantees Act

Nothing in this policy limits your rights under the **Consumer Guarantees Act 1993**.

If a product is faulty, not of acceptable quality, or does not match its description, you may be entitled to a repair, replacement, or refund under New Zealand consumer law.

Return Shipping

If a return is approved due to a fault, damage, or our error, WixScents will cover reasonable return shipping costs where applicable.

If a return is requested for any other reason and approved at our discretion, the customer is responsible for all return shipping costs.

Refund Processing

Approved refunds will be processed to the original payment method used for the purchase.

Please allow **5-10 business days** for the refund to appear in your account, depending on your bank or payment provider.

Cancellations

Orders may be cancelled before they have been processed or dispatched.

If your order has already been packed or shipped, we may be unable to cancel it.

Contact Us

If you have any questions about a return, refund, or damaged product, please get in touch:

WixScents

 wixscents408@gmail.com

 www.wixscents.co.nz