

**Terms and Conditions:**

Minimum Order: \$200

Candles and fragrance products ship via UPS Ground from Missouri USA.

UPS Ground is our standard method of shipping. UPS cannot deliver to P.O. Boxes.

Shipping charges are per recipient.

Customer will be liable for shipping, handling and any other applicable charges on all returned/refused orders.

Please provide current and accurate shipping address information to ensure proper delivery and to avoid delays with your order (don't forget your apartment or suite number!) A \$25.00 charge may be applied to your credit card for redirected packages when incorrect or incomplete addresses are provided. McCall's Candles is not responsible for missing, lost or stolen packages and cannot be responsible for delays once the merchandise is in the hands of UPS or any other common carrier.

Sale/Clearance items: Shipping charges will not be discounted. Normal shipping rates will be applied.

We pack every item as carefully as possible, but occasionally something may arrive damaged. If that happens, please retain all original packing material. All damages, shortages, or problems with your order must be reported to us within 24 hours. Please call us prior to sending us any merchandise, as we will provide you with the proper instructions and address.

Please allow 3-5 business days for processing your order. Please use the link on our homepage or log into [www.ups.com/track](http://www.ups.com/track) to track your order. .

Please note that during the summer, most orders will be UPS shipped from our warehouse at the beginning of the week as to avoid melting/damage in UPS trucks/warehouses over the weekend. There also may be situations in which it is too hot to ship, and we may hold your order.

If you have questions or concerns, please call us at (888) 477-8075 M-F 9:00-5:00 cst  
or email Customer Care at [customercare@mccallscandles.com](mailto:customercare@mccallscandles.com)