

FAQ'S - WEBSITE STORE ORDERS

IS IT SAFE TO ORDER ONLINE?

All orders can be processed online in a secure environment. We use Stripe and Paypal as our payment provider.

HOW DO I PLACE AN ORDER?

- Select your items and add them to your cart.
- Proceed to the check out page.
- Fill in your address details and select your delivery option. Add any coupon codes you may have on the order page.
- If you are buying our 3 pack of candles then please add your choice of fragrances in the 'NOTE TO SELLER' comment box.
- Confirm your details and make a payment. By selecting the 'PLACE ORDER' button you are also agreeing to our Terms And Conditions, a copy of which can be accessed from our website.
- A confirmation email will be sent to you including your order reference number.
- When your order is processed and shipped, you will receive another confirmation email.

WHAT PAYMENT METHODS ARE ACCEPTED?

We accept payments by PayPal, VISA debit and all major credit cards.

CAN I CANCEL MY ORDER?

If you wish to cancel your order, you must inform us immediately by email. Unfortunately, if the order has already been despatched you will be responsible for returning the goods in the condition they were originally sent and paying for the return delivery charges. Always obtain a proof/certificate of posting when returning products to us as we cannot be held responsible for items lost in transit.

WHO CAN I EMAIL IF I HAVE A PROBLEM PLACING MY ORDER?

Email: info@alkamy.co.uk

WHAT ARE YOUR DELIVERY OPTIONS?

Standard deliveries in UK are made between 3-5 working days*, depending upon the size and weight of your parcel they will either be sent via Royal Mail or courier. Orders over the value of £45 are eligible for FREE standard delivery. Next day UK delivery is available for orders placed BEFORE 11am. We are sorry but we are unable to ship internationally at this present time.

**Working days include Monday-Friday, 9am-5pm and exclude weekends and bank holidays in UK.*

WHAT ARE YOUR DELIVERY CHARGES?

UK Delivery Method	ORDER VALUE*	DELIVERY PRICE
Standard UK Delivery (3-5 Working days)	£0 - £44.99 Over £45	£4.95 FREE
Next day UK (orders placed before 11am)		£7.95

Please note that our delivery costs are due to both the weight of the products and packing materials, which are required to ensure that your product arrives in impeccable condition.

**Excluding delivery charges.*

CAN I RETURN A PRODUCT?

We want you to be happy with your purchases, however, if you wish to change your mind, any unused products, which are still in their original condition, can be returned for refund, exchange or online gift certificate, within 7 days following purchase. You must first contact us by email (info@alkamy.co.uk) to obtain approval for return and a returns processing number. You will then be asked to ensure that the product is packaged appropriately to ensure there will be no damage to the goods upon return and provided with the returns address. Unfortunately, you will be responsible for the cost of the return postage and we always advise that you obtain a certificate or proof of posting (free from your Post Office) as we cannot accept responsibility for any items lost in transit.

MY PRODUCT WAS DAMAGED DURING DELIVERY - WHAT SHOULD I DO?

First of all, please accept our apologies - we don't want you to be presented with damaged products. Please email us (info@alkamy.co.uk) or use the contact page to inform us as soon as you receive your order with the details of the issue. Please note that damage must be reported within 48 hours of delivery. Damaged items should be returned for refund and the cost of return postage will also be refunded in this instance. You will be supplied with the returns address and given a returns number by email.

MY PRODUCT IS FAULTY - WHAT SHOULD I DO?

We don't want you to settle for a faulty item and if you think there is a problem, first of all check our section on Safety and Burning Tips. If you still think that there is a problem with the performance of your candle, please let us know by email (info@alkamy.co.uk) with details. Any products found to be faulty will then be handled as a return and you will be provided with a returns number and address. Faulty items are entitled to either a full refund, a product exchange or an online gift certificate for the amount of the original order including delivery.