## 

## FAQ’S & SAFETY GUIDELINES

**Where are our products made?**

All our candles are all individually hand poured in England and our home fragrance products are all made in our premises in Attleborough, Norfolk. We strive to use local businesses for all aspects of our packaging, marketing and branding.

**How do I get the most from my candle?**

To ensure a beautiful burn experience ensure the wick is trimmed to 5mm in length – this prevents sooting and uneven melt of the wax.

Ensure wick is up right to ensure an even burn.

If the wick bends over slightly – extinguish the flame, re trim to 5mm before relighting. This will also help to keep the wax pool clear from debris.

On the first burn, the candle must be allowed to achieve need a full melt pool across the top of the candle. If the candle is extinguished prior to achieving this, tunnelling may occur. To ensure you achieve a full melt pool, burn your candle for a minimum of 1 hour or until all the wax has melted evenly to the edge.

**How Do I make sure my Candle burns safely?**

Ensure that your candle is placed on a flat surface, away from any items that might be affected by heat e.g. Mirrors, frames, ornaments. Warm candles placed on cold surfaces might result in thermal shock and may cause surface damage.

Ensure that there are no draughts that might affect the flame or cause items to come into contact with the naked flame e.g. Curtain or blind. Always allow at least 10cm between burning candles.

NEVER LEAVE A BURNING CANDLE UNATTENDED

**What are the P&P charges?**

The P&P charge is £2.75 – UK Mainland only

Charges to Europe and International – please contact us directly for charges.

**Is my candle in stock?**

Our website indicates whether your chosen product is in stock or not. If there is a product to wish to purchase that is out of stock please email us with your request and we will notify you of availability.

**There appear to be air bubbles around the sides of my candle?**

These ‘air bubbles’ are a completely natural feature – known in the trade as wet spots. They are a completely natural feature common in hand poured candles and are caused by the shrinkage as the wax cools inside the glass. Some of the wax pulls away from the glass and some sticks to it. This in no way affects the burning experience – your candle will still smell amazing and burn beautifully!