

- Open order minimum is (2) 12 packs of candles, reorder minimum is (1) 12 pack case. You may mix and match scents, but minimum order qty is always 12 candles.
- You may not sell our items and or designs on Etsy, Amazon, or to a 3rd party. You may list candles on your own website if you sell online.
- Orders are placed via email – send in the qty and scent to [jenni@pittsburghcandleworks.com](mailto:jenni@pittsburghcandleworks.com)

## **PAYMENT**

- Payment is due when your order is placed via online invoice. You may pay via credit card through our website.
- All wholesale orders are exempt from free shipping or any additional coupons (unless we have a free shipping promo emailed to wholesale customers).

## **SHIPPING & PACKAGING**

- Once your order ships, you'll receive an email from us with your tracking number.
- Orders are shipped in the least amount of boxes possible and include your invoice.
- We ship most orders USPS or UPS within 3 business days. Orders placed during the holiday season may take an additional 1-3 business days to ship. If you have a large order or are ordering items that are on pre-order or a special order, this time may be longer.

## **RETURNS & CANCELLATIONS**

- Due to the nature of the product, returns are not accepted.
- We package our items very well, however, if an item should arrive damaged please notify us within 3 business days so we can replace it for you. Please provide a photo as well as your invoice number.
- If you must cancel or change an order it must be done before an item is shipped out. Once the items are shipped, they can no longer be canceled. Your refund will be given in the original form of payment you provided at checkout.

## **SOCIAL MEDIA**

- We love supporting our shops through social media. We do our best to give shop shout outs where our candles are sold!
- Please tag & follow us on social media so we can re-share your posts: Instagram: [@pittsburghcandleworks](https://www.instagram.com/pittsburghcandleworks)
- To show off Pittsburgh Candle Works, we use hashtag: [#pghcandleworks](https://www.instagram.com/hashtag/pghcandleworks)

If you have any questions feel free to email Jenni at: [jenni@pittsburghcandleworks.com](mailto:jenni@pittsburghcandleworks.com). We look forward to working with you!