

TERMS & CONDITIONS

The logo for rawLight, featuring the word "rawLight" in a white, lowercase, sans-serif font with a registered trademark symbol (®) to the upper right. The text is centered within a solid orange square that has a slight gradient from top to bottom.

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Shipping Information

Returns / Refunds

All our products are of the highest quality. Refunds are not available if you change your mind or made a wrong choice. Please choose carefully when you purchase. If customers do insist to return any goods because change of mind, rawLight Design Pty Limited does charge a re-stocking fee of 25% of the value of the goods ex GST. rawLight Design Pty Limited will gladly exchange the goods if they are faulty. The goods must be returned to rawLight Design Pty Limited at the expense of the customer and replacement goods will be re-supplied at no cost or a credit will be generated for future orders.

Custom Made Candles

rawLight Design Pty Limited always strives to match any custom colour requests from customers but cannot guarantee to be exact. rawLight Design Pty Limited therefore does not refund or exchange any custom made candles. This includes any colour manufactured requested by the customer. No exceptions.

Packaging / Damages

All items are packed to ensure that you will receive your order safely and in fantastic condition. We only agree to replace any item that is damaged during transit provided you notify us within 24 hours of delivery if you notice any external damage to the cartons and / or if upon opening your cartons you find damages. No claim will be accepted without supporting photographs of the items/cartons damaged. All items carry a manufacturer's warranty against defects, however, please note: that the grain, shape & colour of an item may vary as the products are handmade from natural products

Pick Up of Goods

rawLight does accept pickups but keep in mind that no insurance is offered and no refunds and/or exchanges are accepted for all stock that will be picked up from rawLight's warehouse. All stock is thoroughly inspected and checked for damages prior to any pick up.

Delivery

rawLight Design Pty Limited can deliver your ordered products via Border Express or a similar freight provider at an additional cost or you can nominate your own courier for collection. The rate charged will depend on size of order and location of delivery. Rates will be provided on the invoice and sent to the customer prior to delivery.

Pricing

Prices are subject to change without notice and all items exclude GST and freight. Price lists will only be distributed to registered Australian Businesses. For customers in Australia a 10% GST (Goods & Services Tax) applies.

Payment

We accept the Visa & MasterCard (1% surcharge) & Direct Bank Transfers (EFT). All orders are Pro-forma and need to be paid prior to shipment occurring. Orders after the first 5 transactions automatically become payable 14 days from invoice date. Accounts not paid on time will revert to prepaid invoicing

Privacy policy

rawLight Design Pty Limited Pty Ltd will only collect personal information supplied by you to us via our website, email, phone, mail or in person. All information is treated as strictly confidential and will not be shared or sold.

Our mailing list is only used to communicate to our customers with special offers, discounts, new products and news.

Company & Products

We consider ourselves to be an environmentally and socially responsible company. We are currently working on obtaining the Ethical & Eco Friendly status for our entire product range.