

## Frequently Asked Questions

Here are some of the questions we get asked most often. If you need any information that's not included here or elsewhere on our website please contact us on [info@cutchcompany.co.uk](mailto:info@cutchcompany.co.uk) we would welcome the chance to tell you more.

### The Candles

*How do I get the best out of my candle?*

*The key to long candle life and perfect scent throw are to make sure the first burn is the right length, trim the wick and position well in the room, away from draughts. Our more detailed candle care guidelines can be found on our candle care guidelines on the bottom of our website and on the inside of the lid of every box.*

*Are your products natural?*

*Our candles are made from soy wax, which is a renewable, carbon-neutral product made from oil of soybeans. It is a cleaner burning wax and does not release toxins, carcinogens or pollutants and will not leave an oily, petrol like black mark on your walls and ceilings. Soy wax also burns much more slowly than paraffin wax so is better value for money.*

*Are your products ethical?*

*Yes! We work hard to make sure everything we do meets a sustainability agenda. Our printed and packaging products are FSC certified wherever possible. This means that the wood for paper and card is sourced from FSC certified forests and is not only renewable but comes from forests that are managed responsibly. We seek out like minded suppliers and strive to work with partners who care about and look after the environment and their employees. We do not use any products tested on animals and use soy wax exclusively to ensure that we do everything we can to meet our vegan goals too. Please dispose of any waste or residue left after burning responsibly and recycle the glass container.*

*What do the safety symbols mean on the bottom of the box?*

*Our customer safety and well-being are more important to us than anything else and we want to ensure that you are fully informed of the ingredients we use in our products. These symbols are found on most household products and flag up contents and allergens that would cause irritation or serious reactions if consumed, inhaled or in contact with the skin or eyes. Many of the warnings relate to natural essential oils and not necessarily synthetic or chemical materials. It is our*

responsibility to highlight allergens on the packaging and to inform you that candle wax liquids should never be used on the skin, consumed or fumes directly inhaled. You should always seek medical advice if you have any adverse reaction to any of our products.

## **Ordering**

*When will my package arrive?*

*Your package will be despatched same day if we receive the order before 12 noon on a weekday. We ship all parcels via either Royal Mail or Hermes depending on weight and size. Standard delivery is 3-5 working days. Any order received after this time will go into the next working day dispatch.*

*Why is there not a standard shipping charge for standard delivery?*

*In order that you only pay for shipping what you have bought, the cost of shipping is calculated at the checkout based on the box required and weight of the contents. Our boxes are hand packed to make sure that the experience on opening is enjoyed a much as the product and our internet mailing boxes are sturdy and designed to protect your purchase.*

*Can I get next day delivery?*

*We do not currently offer next day delivery but will always dispatch your order as quickly as possible. However, if this is essential to you please contact us via [info@cutchcompany.co.uk](mailto:info@cutchcompany.co.uk) and we do our very best to help you. Don't forget Gift Card emails are a great way*

*Can I track my order?*

*Whilst this is not a standard feature we can from time to time provide a tracking number and we do ask for a mobile number at checkout so we can input this on our courier website if the service is offered by them. This will then allow updates to be received as to the location of your order.*

*What happens if I want to cancel my order?*

*Please cancel your order within an hour and we will refund your purchase through the method of payment you have used. After that, your item may have been dispatched, so will have to be returned to Cutch Company in line with our returns policy found on the link at the bottom of our website. If you are unhappy for whatever reason, please email us on [info@cutchcompany.co.uk](mailto:info@cutchcompany.co.uk) and we can look into the issue for you.*

*Which payment options do you accept?*

*We accept Debit and Credit cards (including Visa, Mastercard and American Express) as well as PayPal.*

*Can I buy Cutch candles in other stockists?*

*We are a boutique business making small batch candles and sell online only via our own brand website. This way we can deliver the Cutch experience directly to our customers and keep our footprint small as well as listening and adapting to feedback (and the occasional request) from customers.*

## **Other**

*How are we dealing with corona virus?*

*We are following all the national guidelines and adhering to local restrictions as dictated by the government. If we think the restrictions are going to impact your order, we will let you know. Our candles are made and packed in our own workshop by us in accordance with all health safety and Covid-19 guidelines.*