

Delivery of your items

Once your payment has been received and your order has been accepted, we will process your order for delivery. You will receive a confirmation of your order and a further email to advise that it has been shipped.

If you have placed your order before 6pm on a weekday, your order will usually be dispatched the next business day and will be sent to you with the next available delivery service, although at busy times we may take slightly longer. If you placed your order over the weekend, it will be processed the next available weekday.

If you need your order urgently, please contact us and we will try our best to accommodate your request. Contact us on info@cutchcompany.co.uk with 'urgent order' quoted in the subject box.

If you have not received your parcel within 5 days of receiving the dispatch email, please do get in touch so we can investigate the issue further for you. Email us on info@cutchcompany.co.uk or use the contact us page on the website.

Please note that items will not be dispatched over the weekend or on UK bank holidays.

Our delivery charges are calculated at the checkout and based on the size and weight of the items being delivered.

We currently only offer deliveries within the United Kingdom. We primarily use the services of Hermes and Royal Mail and may use other couriers depending on the best options available.

We offer the following shipping options on all UK orders:

Standard Delivery usually within 3-4 business days

Up to 1kg	-	£3.95
1kg to 2kg	-	£4.95
2kg - 5kg	-	£6.95

Express Delivery usually within 1-2 business days

Up to 1kg	-	£5.95
1kg to 2kg	-	£7.95
2kg to 5kg	-	£12.95

Please note we cannot guarantee delivery times or dates as we are working with third party couriers.

Orders must be placed before 6pm to qualify for next working day dispatch.

Returns and Refunds

Obviously, our aim is that you or your loved one is delighted with our product and the overall experience and service received. We do appreciate that from time to time things can go wrong, or the candle you have purchased is not quite for you. If you wish to exchange your candle for a different edition (up to the same value) we are able to assist, and this would require you returning the item in perfect condition and the candle must not have been lit. You have 14 days from receipt of your candle to make any exchange or gain a refund. You will need to contact us on info@cutchcompany.co.uk to provide us with your details.

In the unlikely event of your candle arriving damaged or faulty, we are happy to refund your purchase or replace your product within 14 days of purchase

Regrettably, we will be unable to accommodate any refund or exchange if it appears that your candle has not been burned correctly in line with our Cutch Candle Care Guide. We recommend that these guidelines are read upon purchasing or receiving your candle to ensure the best possible experience.

Please do not hesitate to contact us with regards to any questions that you may have on info@cutchcompany.co.uk.

Please send all returns within 14 days of receipt to:

Cutch Company Ltd
Pear Tree Cottage
Bankhouse Lane
Smallwood
Cheshire
CW11 2UX

Your refund will be processed back to your original payment method within 7 working days of the candle being received or your order being cancelled.

Your refund will exclude any postage costs incurred by you or by Cutch Company.

Gift cards cannot be refunded.