

Return Policy

Our 100% Love It Guarantee: If for any reason you don't like your PartyLite product, simply return it for a refund. The Return Authorization Form (RAF) should be used to request a refund or the replacement of damaged, defective or wrong items. The form includes easy-to-follow, detailed instructions for filling out the Return Authorization Form.

Procedure

- Returns must be received within 60 days from the order date.
- You must include your Return Authorization Form along with the **unused and not burned candles** in the original packaging. Non-candle items must also be returned unused and in their original packaging.
- Returns are shipped at your own expense.
- Your name and the original order number must be provided on every Return Authorization Form.
- Returns should be shipped directly to the address indicated on the Return Authorization Form. Please email a copy of your tracking information to cs@australia.partylite.com for all returns to receive your refund.
- If your order arrives on your doorstep broken or damaged or you received the wrong item, complete a Return Authorization Form and email it along with a photo of your damaged or broken item to cs@australia.partylite.com. If the item is glass, it is a safety issue so we won't require you to send it back, however, we will require a photo of the broken or damaged item. The candles must be unused and not burned and non-candle items must be unused. We will require wrong items received to be returned at PartyLite's expense.
- We are unable to cancel an order once it has been placed on our website. If you are not 100% satisfied, you can return your item(s) at your expense for a refund.
- Affiliate returns over 10% of orders placed in any consecutive 12-month period may subject the Affiliate to a review and possible termination of the Affiliate Agreement at PartyLite's sole discretion.

Refunds

- Once your return order is received, we will process your refund to the original method of payment. Please allow 10-15 days for your refund to process.
- If the order is a compensatable order, the cancellation of the order may affect the Affiliate's compensatable sales and profit during the month the order is canceled.