

# Terms and Conditions – Miaamor Candle

**Effective Date:** 2025.05.20

**Website:** <https://miaamorcandle.com>

**Company Name:** Miaamor Candle Kft.

**Registered Seat:** Ráday utca 8., 2112 Veresegyház, Pest county, Hungary

**Tax Number:** 13-09-237984

**Email:** miaamor@miaamorcandle.com

**Jurisdiction:** Governed by Hungarian and EU law.

## 1. General Information

These Terms and Conditions govern the use of the miaamorcandle.com webshop and apply to all sales made through the website. By placing an order, the customer accepts these terms in full.

---

## 2. Products and Orders

Our products are handcrafted soy wax candles made in small batches with care and natural ingredients. Due to the handmade nature, slight variations in appearance may occur.

Orders can be placed through the website 24/7. Confirmation will be sent via email.

---

## 3. Prices and Payment

All prices are in **Hungarian Forints (HUF)** and **include 27% VAT**.

We accept payment via secure online methods (credit card, Stripe, etc.).

---

## 4. Shipping and Delivery

We ship within Hungary and to most EU countries.

Deliveries are made via GLS or other reliable couriers.

**Shipping fees (for parcels under 3 kg):**

- **Region 1** (e.g. Austria, Slovakia, Romania): **6 Euro**
- **Region 2** (e.g. Germany, Poland, Belgium, Netherlands): **9.9 Euro**
- **Region 3** (e.g. France, Italy, Spain, Sweden): **11.9 Euro**

Delivery time: usually **3–10 business days** within the EU.

---

## 5. Right of Withdrawal (EU Customers)

You have the right to cancel your order without reason within **14 days** from receiving the goods. To exercise this right, please email us at [hello@miaamorcandle.com](mailto:hello@miaamorcandle.com) with your name, order number, and cancellation request.

Return shipping costs are borne by the customer unless the item is faulty.

Refunds will be processed within **14 days** of receiving the returned product.

*Custom orders or surprise gifts hidden inside candles (e.g. jewelry) are non-refundable once opened, unless defective.*

---

## 6. Warranty and Complaints

If your item arrives damaged or faulty, please contact us within **48 hours** of delivery. Include photos if possible. We will either replace the item or refund your purchase.

---

## 7. Limitation of Liability

Due to the artisanal nature of our products, variations in color, texture, and embedded stones may occur. These are not considered defects but part of the uniqueness.

We are not liable for delays caused by courier services or customs in the recipient country.

---

## 8. Data Protection

We process personal data in accordance with the GDPR. Please refer to our separate Privacy Policy for details.

---

## 9. Online Dispute Resolution

In case of dispute, you may also access the EU's official online dispute resolution platform: <https://ec.europa.eu/consumers/odr>

---

## **Privacy Policy – Miaamor Candle**