Lamb & Light Retail FAQ

What makes Lamb & Light candles and wax melt different?

Our candles and wax melts are handcrafted in small batches using luxury fragrance blends and our signature all-natural soy & beeswax blend. Every fragrance is inspired by Scripture and created to bring God's Word to life through scent. Our wax melts use the same Scripture-inspired scents as our candles, giving customers a flameless option for enjoying the fragrances. From fragrance to packaging, each detail is designed with intention, excellence, and reverence.

What is your retail refund or replacement policy for candles and wax melts?

If your candle or wax melt package arrives damaged, please contact Lamb & Light within **3 days of delivery.** We will gladly send a replacement. Because our products are handcrafted, we do not offer refunds outside of this 3-day replacement window.

How do I request a replacement for a damaged candle or wax melt package?

To begin the replacement process:

1. Take a **clear photo(s)** of the damaged candle and packaging.
2. Email the photo(s) to **replacementrequest@lambandlight.net** within **3 days of delivery**.
3. Once reviewed and approved, we will ship a replacement at no additional cost.

This process ensures we can verify damage and provide quick, accurate support.

Is shipping included in the retail price?

Shipping is calculated separately and added to your order at checkout. Your shipping cost will be displayed in your cart **before you complete your purchase**, based on your order and delivery location.

Retail orders typically ship within **7-10 business days** after payment has been cleared. During busy seasons (Christmas, Easter, fundraising months), processing times may be slightly longer.

Do you offer local pickup?

Currently, all retail orders are shipped directly to your home or other shipping address. Local pickup may be added in the future.

Do the wax melts have the same scents as the candles?

Yes. The wax melts are offered in the same Scripture-inspired scents as the corresponding Lamb & Light candles, so customers can enjoy their favorite fragrances without a flame.

Do you use clean ingredients?

Yes. Our fragrances are high-quality, phthalate-free, and designed for a clean fragrance experience. Candles are designed for burning according to proper candle-care practices, while wax melts provide a flameless option.

Can I return a candle or wax melt if I don't like the scent?

Because our candles and wax melts are handcrafted, we do not accept returns for scent preference. If your candle or wax melt package arrives damaged, we will replace it within the 3-day window.

Do you offer gift packaging or a Candle of the Month option?

Our candles and wax melts come beautifully packaged in Lamb & Light's boutique style. Gift packaging and Candle of the Month options may be added in the future.

Do you ship internationally?

Not currently. We currently ship within the United States only.

Can I use Lamb & Light candles and wax melts for church events or gifts?

Absolutely. Many customers purchase our candles and wax melts for ministry gifts, women's events, pastor appreciation, holiday gatherings, and other special occasions.

Do you offer bundle pricing for retail candles or wax melts?

Lamb & Light may occasionally offer boutique bundle pricing for retail products. Any active promotions will be listed on our website or announced during seasonal sales.