

Lamb & Light Retail FAQ

What makes Lamb & Light candles different?

Our candles are handcrafted in small batches using luxury fragrance blends and our signature all-natural soy & beeswax blend. Every candle is inspired by Scripture and created to bring God's Word to life through scent. From fragrance to packaging, each detail is designed with intention, excellence, and reverence.

What is your retail refund or replacement policy?

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

How do I request a replacement for a damaged candle?

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 price?

Yes. All retail candle prices include **shipping within the United States**. There are no additional shipping fees at checkout.

How long will it take to receive my order?

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. Local pickup may be added in the future.

What size are your candles?

All Lamb & Light retail candles are poured in our 11.5 oz frosted white vessel with bamboo lid, designed exclusively for our brand.

How long do your candles burn?

Our candles offer an approximate **60–70 hour burn time**, depending on candle care and environment.

What wax do you use?

We use all-natural, high quality, luxury **soy–beeswax blend**. The beeswax symbolizes the Trinity of God the Father, God the Son, and God the Holy Spirit; a quiet reminder that even the makeup of our candles reflects the faith we stand on.

Do you use clean ingredients?

Yes. Our fragrances are high-quality, phthalate-free, and designed for clean, safe burning.

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

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

Do you offer gift packaging or candle of the month club?

All candles 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 for church events or gifts?

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

Do you offer bundle pricing for retail candles?

Yes. Lamb & Light occasionally offers boutique bundle pricing for retail customers. When available, customers can use special promotion codes such as **BUNDLE3**, **BUNDLE5**, or **BUNDLE8** to receive a small discount on sets of three or more candles. Because our fundraising program has its own pricing structure, retail bundle discounts are separate and may vary throughout the year. Any active bundle promotions will be listed on our website or announced during seasonal sales.