



1. RETURNS & REFUNDS POLICY

At The Healing Hub, each candle is hand-crafted with intention, care, and attention to detail. Because of the artisanal nature of our products, slight variations in appearance or fragrance are part of their unique character.

We want you to love your purchase. If something is not right, we will always aim to resolve it fairly and thoughtfully.

Return Eligibility

We accept returns or claims under the following conditions:

The item arrived damaged or broken
You received the incorrect product
The product is defective upon arrival

Claims must be submitted within 14 days of delivery.

To process a claim, customers may be required to provide clear photographs of the item and packaging.

Change-of-Mind Returns

For hygiene, safety, and quality reasons, we are unable to accept returns on:

- Used or burned candles
- Opened products
- Custom or made-to-order items
- Gift cards or promotional items

Unopened and unused items may be considered for return at our discretion.

Resolution Options

Where a valid claim is approved, we offer:

- A replacement product (preferred option)
- Store credit added to your account
- Refund where required by law or where a replacement is not possible

We aim to resolve all issues with fairness and care, prioritising customer experience and brand integrity.

Handmade-Nature Disclaimer

As all products are handmade, minor variations in colour, fragrance, or finish are natural and not considered defects.

Return Process

To initiate a return, please contact us at: sales@healinghub.co.za

Include:

- Order number
- Description of the issue
- Supporting images

We will guide you through the next steps.

International Orders

For international customers, please note that any customs duties, import taxes, or tariffs imposed by your country are the responsibility of the customer.

2. PAYMENT POLICY

We offer a secure, flexible payment option to ensure a smooth and safe checkout experience.

Accepted Payment Methods

- PayFast (credit/debit card, Instant EFT, and supported methods)

Cash payments and account-based credit facilities are not available.

Payment Security

All online payments are processed through secure, encrypted third-party providers. The Healing Hub does not store card details or sensitive banking information.

Order Confirmation

Orders are only confirmed once full payment has been received and cleared.

Pricing & Currency

All prices are displayed in South African Rand (ZAR).

Where international currency conversion tools are used on the website, final checkout charges will always be processed in ZAR.

Exchange rates displayed are indicative only and may vary based on payment provider rates at the time of transaction.

International Payments

We plan to support international expansion in future phases. Where international payment gateways are introduced, additional terms may apply.

Customers are responsible for any foreign transaction fees applied by their bank or payment provider.

3. SHIPPING & DELIVERY POLICY

We aim to deliver your order safely, beautifully, and as quickly as possible.

Processing Time

As all candles are hand-crafted:

- Standard orders are processed within 3–5 business days if stock is available.
- Made-to-order candles are produced after consultation and may require additional time, confirmed individually at the time of order.

We do not operate mass production. Each item is made with intention and care.

Delivery (South Africa)

We currently deliver across South Africa using Bex Express and trusted courier partners. Delivery times vary by region but typically range from 2–5 business days after dispatch.

Tracking details will be provided once your order has been shipped.

International Shipping

International shipping will be introduced in future phases.

When available:

- Shipping will be fulfilled via trusted international courier services.
- Delivery times will vary by destination.
- Customers are responsible for customs duties, import taxes, and tariffs charged by their country (including the United States and EU regions).

Packaging

We take care in packaging each order to ensure it arrives safely.

However, due to the fragile nature of candles, occasional damage in transit may occur and will be handled under our Returns Policy.

4. CUSTOM & MADE-TO-ORDER POLICY

Made-to-order candles are part of our bespoke offering at The Healing Hub.

These pieces are created in collaboration with the customer to align with intention, scent preference, or gifting purpose.

How It Works

- Customer places order or requests custom candle.
- We connect to confirm intention, scent direction, or message.
- Production begins once details are finalised and payment is received.
- If label design is required, the proof to sign-off process will apply.

Processing Time

Made-to-order items require additional preparation time. Time lines will be confirmed individually depending on complexity.

Returns

Due to their personalised nature, made-to-order items are non-returnable and non-refundable unless they arrive damaged or defective.

5. INTENTION & WELLNESS DISCLAIMER

The Healing Hub candles are designed to create atmosphere, emotional comfort, and personal ritual experiences.

They are not intended to diagnose, treat, cure, or prevent any medical or psychological condition.

Any descriptions relating to intention, energy, or symbolism are offered as part of a creative and wellness-inspired brand experience.



6. GIFT OPTIONS

We love helping customers send thoughtful gifts. We offer an optional gift enhancement at checkout.

Messages are printed exactly as provided by the customer. To protect the warm and uplifting nature of our brand, we may decline messages containing profanity, abusive language, explicit content, or harmful wording.

If any adjustment is needed, we'll contact you to help finalise your message.

7. GIFT VOUCHERS

General

The Healing Hub Gift Vouchers are digital vouchers that can be redeemed online at www.healinghub.co.za.

Vouchers are delivered electronically via email or mobile and may be used toward any eligible purchase on our website. Each voucher carries the value selected at the time of purchase.

Validity

Each voucher is valid immediately after the time of purchase.

The gift voucher never expires, however we encourage recipients to redeem their voucher as soon as possible.

Purchasing & Refunds

Gift vouchers are purchased with the intention of being gifted and enjoyed. For this reason, voucher purchases are non-refundable and cannot be exchanged for cash.

Once a voucher has been issued and delivered, responsibility for its safekeeping rests with the recipient. Vouchers cannot be refunded, or replaced.

Digital Delivery

Gift vouchers are delivered electronically via email or mobile.

A voucher is considered delivered once it has been successfully issued to the email address or mobile number provided during checkout. Please ensure all recipient details are entered correctly when placing your order.

Redeeming Your Voucher

Each voucher contains a unique voucher code. To redeem your voucher, simply enter the code during checkout and the voucher value will be deducted from your order total.

If you experience any difficulties redeeming your voucher, please contact us before completing your purchase and we will gladly assist.

Once an order has been completed, voucher values cannot be applied retrospectively (i.e. after payment process has been completed).

Lost, Deleted or Shared Voucher Codes

Gift vouchers function in the same way as cash and should be treated with care.

The Healing Hub cannot be held responsible for voucher codes that are lost, deleted, shared with others, or used without the recipient's permission.

Our Responsibility

We will always do our best to ensure that vouchers are issued and redeemed smoothly.

To the fullest extent permitted by law, The Healing Hub cannot be held responsible for losses arising from the misuse, loss, theft, or unauthorised use of a voucher.

Privacy

Any personal information provided during the purchase or delivery of a gift voucher will be used solely for processing the order, delivering the voucher, and providing customer support where required.

We respect your privacy and will handle your information in accordance with our Privacy Policy.

8. CANDLE SAFETY & RESPONSIBLE USE

Candles contain an open flame and must always be used with care.

The Healing Hub provides safety and usage instructions with every candle and makes these instructions available before purchase.

Customers are responsible for reading and following these instructions and for ensuring that candles are used safely and appropriately.

Never leave a burning candle unattended or allow it to burn while sleeping.

Keep candles away from children, pets, draughts and anything that may catch fire, and always place them on a stable, heat-resistant surface.

Candles should be extinguished before leaving the room or going to sleep.

The Healing Hub cannot accept responsibility for damage, injury or loss resulting from the misuse, modification, neglect or unsafe placement or handling of a candle, or from failure to follow the safety instructions provided.

If you are unsure whether a candle can be used safely in a particular environment, please contact us before lighting it.

9. PRODUCT INNOVATION & CHANGES TO PRODUCT LINES

At The Healing Hub, we are constantly innovating and testing new products. This may mean that certain product lines may change.

If your favourite candle no longer features on our website, please contact us and we will create your favourite candle as a limited run at the regular advertised price, providing that:

- the product discontinuation was not as a result of a reported issue.
- The aromatic oils used are still available.

10. CHANGES TO THESE TERMS

From time to time, we may update these terms to reflect changes to our services, systems, or legal requirements. Any updated terms will be published on our website in this document.

11. CONTACT

If you have any questions, please reach out:

General queries and comments:
info@healinghub.co.za

Sales-related queries:
sales@healinghub.co.za

Alternatively, you can send us a message through our website.