



Product Care & Safety Policy

Effective from: 28th February 2026

Contact: enquiries@melodyjoan.com

We want your candles and jewellery to look gorgeous and stay safe to use. Here are a few quick tips.

Candles:

- Always pop them on a heat-resistant surface.
- Never leave one burning on its own.
- Keep away from children, pets, and draughts.
- Trim the wick to about 5 mm before each burn.
- Stop burning when roughly 1 cm of wax is left.

Jewellery:

- Try not to get it wet or spray perfume directly on it.
 - Store somewhere dry and cool — ideally in the box or pouch we provide.
 - Use a soft cloth to keep it shiny (no harsh cleaners). Don't forget, every jewellery purchase made through Melody Joan has an annual lifetime polishing service free of charge (except postage costs to us, and returning back to you).
 - Each handmade piece may vary slightly — that's part of the charm.
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