OUR MANUFACTURING PHILOSOPHY: We aim to be flexible where it creates value for you, while keeping specifications, costs and timescales clear so your project can run smoothly from formulation to final dispatch.

1. WHAT THIS GUIDE COVERS

We manufacture luxury candles, reed diffusers, diffuser refills, fragrance oils, room sprays and wax melts handcrafted on the South Downs in Farringdon, Hampshire. This guide explains how our service works from your initial enquiry through quotation, product development, production, dispatch and repeat orders.

2. CHOOSE THE RIGHT SERVICE ROUTE

To provide clarity and protect workshop capacity, projects follow one of three service routes based on order volume, customisation, and technical development requirements:

ROUTE	QUALIFICATION	WHAT WE CAN PROVIDE	NOT INCLUDED
Tier 1 Your Brand	**Minimum order: £1,000** Each SKU at least 100 units and £250.	• Curated stock vessels, lids, packaging & accessories • Selected wax blends, carrier oils & tested fragrance library • Custom product labels using artwork you supply • Selected plain packaging or approved free-issue packaging	• Vessels, accessories or fragrances outside our selection • Formulation changes & non-standard packaging • Artwork design support & CLP regulatory service • Physical pre-production sampling or proofing
Tier 2 Your Creation	**Minimum order: £2,000** Each SKU at least 250 units and £500.	• Everything in Tier 1 plus extended formats (room sprays) • Stock-sourceable vessel options, bespoke finishes & decoration • Wider fragrance library, custom formula & bespoke packaging • Approved customer-supplied free-issue components • Dedicated account management & batch scheduling	• Product categories outside current workshop scope • Completely custom proprietary vessel tooling/moulds • More than 3 free-issue component categories • Separate scheduled charges apply for artwork, CLP, testing & samples
Tier 3 Your Vision	**Minimum order: £20,000** or £50,000+ credible annual value. Subject to feasibility review.	• Tier 2 options plus novel home fragrance category development • Fully bespoke vessel sourcing, custom tooling & decoration • Proprietary wax formulations, custom bases & wick profiles • Dedicated enterprise workshop capacity allocation	• Upfront development commitment required prior to commencement • Artwork, CLP, sourcing, testing & proofing charged by scope • Non-standard free-issue items & labour assessed individually

QUALIFICATION NOTES

- **SKU Definition:** Each SKU is a unique combination of product, fragrance, vessel, label/design and packaging.
- **Bespoke Minimums:** Both the 250-unit and £500 line-value minimum apply. Fewer than 250 units may be considered where that SKU alone reaches £2,000 production value.
- **One-off & Novel Projects:** One-off projects can be considered when straightforward and within our manufacturing scope. New product categories are considered through Tier 3, following feasibility review and agreed development commitment.

3. PAYMENT AND PROJECT CHARGES

Development and other project services are charged separately from unit production prices. This makes it clear exactly what is included in your quotation. All charges below exclude VAT.

SERVICE / TIER	PAYMENT TERMS
Tier 1 — Your Brand	Payment in full upfront / proforma; paid before your order proceeds.
Tier 2 & Tier 3 — First Order	50% deposit with order confirmation; remaining 50% balance due prior to dispatch.
Tier 2 & Tier 3 — Repeat Orders	30% deposit with order confirmation; remaining balance on 30-day approved terms.
Alternative Arrangements	Any different payment terms must be expressly agreed with Scentelier's in writing.

ADDITIONAL SERVICES AND CHARGES

CHARGE CATEGORY	BASIS & SCOPE	APPLIES TO
Project Setup Charge (Creditable)	**£500 per product type** (e.g. 180g tin candle or 30cl glass candle), plus £100 per additional version. Setup fees are credited against qualifying repeat orders for the same products within 12 months, up to 25% of each reorder value.	Tier 2 / 3
Artwork Design	£100 per artwork, including up to 2 revisions; further revisions £50 each. Base labels £25 each, including up to 2 revisions; further revisions £25 each.	Tier 2 / 3
CLP Regulatory Service	£100 per CLP calculation, including up to 2 revisions; further revisions £50 each.	Tier 2 / 3
Product Testing & Burn Profile	£200 per distinct product specification, covering testing until we determine a successful result. If you request additional testing after that, each further test is £200. A change to vessel size, wax/base, fragrance strength or formula is a separate specification and test.	Tier 2 / 3
Physical Samples	£200 for a fully tested, labelled and packaged sample; £100 for a fully tested but unlabelled and unpackaged sample; £50 for an untested, unlabelled and unpackaged sample. Fragrance samples in wax are free.	Tier 2 / 3
Packaging Proofing	£50 per physical packaging proof.	Tier 2 / 3
Fragrance Sourcing / Development	£200 for up to 3 options or amendments; further versions or amendments £50 each. Product testing is separate.	Tier 3
Base Component Sourcing	£200 for up to 3 options or amendments; further versions or amendments £50 each. Product testing is separate.	Tier 3
Component / Finished Storage	First 3 months free, then £100 per pallet per month or £20 per box per month, unless agreed otherwise. Onward shipment arranged with carriage chargeable.	Tier 2 / 3
Cancellation Policy	Any cancellation charge covers investment already made in bespoke components; those components will then be shipped to you, with carriage chargeable.	Tier 2 / 3
Delivery / Pallet Carriage	£75 per pallet (UK mainland).	All Tiers

TRANSPARENT SETUP FEE CREDIT POLICY: Setup charges are designed to cover technical configuration, artwork setup and wick profiling. To reward ongoing partnerships, 100% of setup fees are credited back against qualifying repeat orders placed within 12 months (credited up to 25% of each reorder invoice value).

4. PRODUCT SOURCING AND FRAGRANCE

- **Approved Suppliers:** We source bespoke vessels, lids, labels, packaging and related components through our accredited supplier network. A new or technically suitable option cannot be guaranteed until burn testing is verified.
- **Supplier Minimums:** We confirm relevant supplier minimum order quantities, lead times and non-cancellable commitments before accepting your order.
- **Fragrance Curation:** Tier 1 uses our curated stock British Scent Library. Tier 2 projects can choose from our wider approved library or supply client fragrance for technical compatibility review.
- **Bespoke Fragrance Development:** For bespoke fragrance development (Tier 3), we begin with one written brief and provide up to 3 initial options in each paid round. Further revisions are charged as scheduled above.

5. YOUR OWN SUPPLIED MATERIALS (FREE-ISSUE)

You can supply approved fragrance, vessels, lids, labels and packaging where your service route permits:

- **Packaging & Protection:** Please deliver items sealed or properly protected, identified by product, supplier and batch where relevant.
- **Safety Documentation:** Please provide Safety Data Sheets (SDS) and technical specifications required for safety review and classification.
- **5–10% Setup & Wastage Allowance:** You must supply an additional quantity for samples, machine setup, testing and wastage — normally **5–10%** depending on the component type.
- **Physical Inbound Gate:** Production can only be booked onto our workshop calendar once sufficient approved material has physically arrived at our Farringdon facility.
- **Inbound Delivery Address:** Deliveries must be booked-in and addressed to: *SCENTELIER'S (Ref: [Project Name]), Unit 12 Farringdon Industrial Centre, Gosport Road, Farringdon, Hampshire, GU34 3DD.*

6. HOW YOUR PROJECT MOVES THROUGH PRODUCTION

Each stage has a clear quality gate that must be signed off before the next stage can proceed. Times shown are typical planning guides:

STAGE	WHAT HAPPENS	GATE TO PROCEED	TYPICAL TIMING
1. Quoting	We define your exact scope and issue product pricing and commercial terms. Tier 3 estimates remain indicative until development scope is agreed.	Quotation completed & accepted.	Tier 1: Immediate. Tier 2: Within 24h. Tier 3: Within 48h.
2. Order Confirmed	You place your order/PO and payment/deposit to initiate product setup and sourcing.	PO & payment/deposit received.	Tier 1: Immediate. Tier 2/3: Upon client PO.
3. Product Setup & Approval	We complete component sourcing, artwork proofs, CLP generation, sample pouring and wick burn profiling.	Product SKUs ready for sign-off.	Tier 1: 5 working days. Tier 2: 2 weeks. Tier 3: 4 weeks.
Product Sign-Off	Final product, packaging, and label specifications are formally signed off by your project lead — locking in your scheduled workshop pouring slot.	All approvals & setup complete; pouring slot locked in.	Milestone sign-off.
4. Production	Approved order is released to the workshop floor for hand-pouring, 72h curing, wick trimming and label finishing.	Production complete & QC signed off.	Tier 1: 2 weeks. Tier 2: 6 weeks. Tier 3: By scope.
5. Dispatch	Final QC inspection audit complete, remaining balance settled, and order is securely palletised for insured dispatch.	Final balance cleared & dispatch scheduled.	Dispatched promptly upon completion.

7. ARTWORK & COMPLIANCE

- Please provide print-ready artwork using our supplied template die-lines, unless you purchase artwork support.
- CLP safety labels are charged per SKU based on bespoke formulation calculations.
- Artwork must include required warnings, UFI code and batch traceability details.

8. TIMINGS & PLANNING

- Production lead time starts once cleared deposit, final artwork sign-off, successful testing, and all materials have arrived.
- Delays in artwork or supplied materials move the workshop pouring slot.
- Each client order is planned and priced independently.

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Workshop Facility: Unit 12 Farringdon Industrial Centre
Address: Gosport Road, Farringdon, Hampshire, GU34 3DD
Provenance: Handcrafted on the South Downs, England
Project Submission: scenteliers.com/how-we-work/