

Demdaco Tea Light Candle Recall

I bought a Carruth Collection candleholder. How can I tell if it's part of the recall?

The original tea light candle that was included in the Carruth Collection candleholder is being recalled. The Carruth Collection candleholder is not part of the recall.

How can I tell if the tea light candle I have is included in the recall?

The following stock numbers, located on the bottom of the candleholder, are included in the recall:

17708 - Butterfly
17709 - Smile
17710 - Sun
17711 - Roots of Love
17712 - Sunflower
17713 - Hummingbird
17714 - Bunny
17715 - Friendship

The stock number is located just above the UPC barcode located on the bottom of the candleholder. The stock number is not located on the glass liner or the tea light candle.

Can I get the entire candleholder replaced?

No. The Carruth Collection candleholder is not part of the recall. The tea light candle that was included in the Carruth Collection candleholders is being recalled.

How can I get a new tea light candle?

Please contact DEMDACO to receive a postage pre-paid envelope to return the original tea light candle to DEMDACO. Once you return your original tea light candle to DEMDACO in the postage pre-paid envelope, DEMDACO will send you a replacement tea light candle at no charge.

Do I need a receipt to receive a new tea light candle?

No. You do not need a receipt.

Why is DEMDACO conducting a recall?

DEMDACO was recently notified that the tea light candle can burn with excessive flame, which could cause a fire. DEMDACO has received one report of property damage which has been resolved.

What is the problem with the tea light candle?

The tea light candle can burn with an excessive flame height due to a variation of composition and burn performance.

What if I already used the tea light candle?

If you have already used up and completely burned the original tea light candle, there is nothing for you to do. If the tea light candle is only partially burned, please contact DEMDACO for a postage pre-paid envelope to return the original tea light candle to DEMDACO. Once we have received your original tea light candle in the postage pre-paid envelope, we will send you a replacement tea light candle at no charge.

Is there anything wrong with the candleholder itself?

No. There is not a problem with the candleholder.

The tea light candle looks just fine to me. Can I use it?

No. We are asking all customers to immediately stop using the tea light candle and participate in the recall. This means you should contact DEMDACO for a postage pre-paid envelope to return the original tea light candle to DEMDACO. Once we receive your original tea light candle in the postage pre-paid envelope, we will send you a replacement tea light candle at no charge.

How long will it take to receive a replacement?

Once we receive your original tea light candle in the postage pre-paid envelope, we will send your replacement tea light candle via US Mail within 5 business days. Please contact DEMDACO to receive a postage pre-paid envelope to return your original tea light candle to DEMDACO.

Is the new tea light candle any better?

The replacement tea light candles were purchased from a different vendor and have passed applicable quality and safety tests.

What if I just use another tea light candle?

You may use another tea light candle if you wish. But please contact DEMDACO for a postage pre-paid envelope to return the original tea light candle to DEMDACO.

Didn't you test this tea light candle before selling it?

Yes. All of our products are tested for applicable quality and safety standards before they are introduced to the market. The original tea light candles were tested and passed. However, we have learned that some of the original tea light candles can burn with excessive flame height and should be returned to DEMDACO.