

Return & Refund Policy

Thank you for shopping with Rogue Fragrances. Customer satisfaction is important to us, and we strive to provide a smooth and professional shopping experience.

Please review our return and refund guidelines below.

Return Eligibility

Customers may request a return within 15 days of receiving their order.

To qualify for a return: • The item must be unused and unopened • The product must remain in its original packaging • The item must be in the same condition it was received

Returns that do not meet these conditions may be denied or subject to partial refund approval.

Return Method

Returns are accepted by mail only.

Customers must contact our support team before returning any product in order to receive return authorization instructions.

Refund Process

Once your returned item has been received and inspected, we will notify you regarding the status of your refund request.

If approved, refunds will be issued back to the original payment method used during checkout.

Please allow approximately 7 business days for the refund to appear depending on your financial institution or payment provider.

Exchanges

Exchanges may be available for: • Damaged products • Defective items • Incorrect items received

All exchanges are subject to product availability.

For non-defective items, customers may be required to complete a return and place a new order separately.

Return Shipping Costs

Customers are responsible for return shipping costs unless the return is due to: • A defective product • An incorrect item sent by Rogue Fragrances

Original shipping fees are non-refundable unless otherwise stated.

Damaged or Defective Orders

If your order arrives damaged, defective, or incorrect, please contact us immediately.

Customers may be asked to provide: • Photos of the item • Photos of packaging materials • Visible shipping label images • Order number information

We reserve the right to deny claims without sufficient supporting documentation.

Order Cancellations

Orders may be canceled before shipment by contacting customer support as soon as possible.

Once an order has shipped, it can no longer be canceled and must follow the return process if eligible.

Return Instructions

To begin a return request:

Contact customer support

Receive return authorization instructions

Securely package the item

Include your order number and reason for return

Ship the package to the provided return address

Frequently Asked Questions

Do you accept returns?

Yes, eligible returns are accepted within the approved return period and under the listed conditions.

How do customers request a return?

Customers must contact our support team to begin the return process and receive instructions.

Are return labels provided?

Return labels may be provided in approved situations at the discretion of Rogue Fragrances.

Is there a restocking fee?

Certain returns may be subject to a restocking fee, especially for non-defective or opened items when applicable.

Who pays for return shipping?

Customers are generally responsible for return shipping unless the issue resulted from our error.

Contact Information

If you have questions regarding shipping or your order, please contact us:

Rogue Fragrances

Email: RogueFragrances@Gmail.com

Phone: 1-813-596-3312

Customer Support Hours:

Monday – Friday 10:00 AM – 6:00 PM EST

Policy Updates

Rogue Fragrances reserves the right to update or modify this Return & Refund Policy at any time without prior notice. Updates will be posted on this page.