

# Return Policy

At Rose Glow Co, we prioritize the safety, hygiene, and satisfaction of our customers. Due to the nature of skincare products, we have a strict return policy outlined below.

## Eligibility for Returns

- Skincare products must be returned **in their original, unused condition**.
- The **seal must be intact and unbroken**.
- Returns are only accepted if the product is **faulty due to manufacturing defects or damage caused during shipping**.

## Non-Returnable Items

- **Products with broken, opened, or tampered seals will not be accepted**, even if unused.
- Products that have been used, tested, or altered by the customer are **non-refundable**.
- We do not accept returns for reactions, change of mind, or improper use.

## Refunds

- Once the returned product is inspected and approved, a **refund will be issued in 7 days**
- Refunds apply only to products with verified faults originating from manufacturing or external damage before delivery.
- Customers will be responsible for returning label we will refund when proof is provided.

## Important Notice

- For hygiene and safety reasons, all skincare sales are final unless the above conditions are met.
- Rose Glow Co reserves the right to refuse any return that does not meet this policy.

If you receive a faulty or damaged item, please contact [info@Roseglowco.online](mailto:info@Roseglowco.online) promptly with proof of purchase and clear photos of the issue.

