



Return/Exchange & Shipping Policy

Here at Rosaic we work with some of the best wholesalers and local companies to select items just for you. However, we understand you may need to return an item. As we want to be sure that you have a great shopping experience, we do accept returns on unused items with the original tag, and damage/defective items. Please see below for all guidelines on returns and shipping.

Shipping Policy

- **Local Delivery within 5 miles:** 1-2 business days with a flat rate shipping fee of \$6.95.
- Any local deliveries placed after 12:00pm est on Friday will be delivered the following Monday.
 - **Standard shipping:** 3-5 business days with a flat rate shipping fee of \$7.95
 - **Expedited shipping:** 2-3 business days with a flat rate shipping fee of \$9.95
- Once the order has been shipped and given to the carrier, Rosaic is not responsible for lost or stolen merchandise. You will need to open a claim with the carrier if you order is lost or stolen.
 - ****Please note that once your order is placed, it cannot be cancelled.****

Return Policy

- Returns must be made/requested within 10 days of receiving the product
- All items must include purchase receipt, original Rosaic Tag and be unused
 - Returns without a receipt will result in a store credit
 - Returns without all original Rosaic Tags **WILL NOT** be accepted
- If you are returning an item due to it being damage/defective **Rosaic will cover the return shipping cost.**
- If an item is being returned due to something other than damaged defective, the customer is responsible for the return. A refund will be issued to the original form of purchase

**Return Address:
Rosaic LLC
5073 Clarice Drive.
Hamburg NY, 14075**

- Final Sale items are **NOT** eligible for return.
 - Hats are not returnable.
 - Shipping Costs are non - refundable
 - **We do not currently do exchanges.**
- **** Returns that are not received within the 10 day window will not be eligible for return. Please allow 5-7 business days for refunds to be processed. Please note that it may take longer for the return to show up in your account based on your banks policies. Shipping fees are non-fundable****

****Policies are subject to change at anytime without notice****