

RETURNS & REFUND POLICY

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return using the returns option found on our website. Final Sale items are ineligible for returns.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. All returns are handled on a case by case basis and are at the discretion of the Montréal Roses. If your return request is accepted, a return shipping label will be provided, as well as instructions on how and where to send your package. Shipping charges may apply for processing your return.

You can always contact us for any return question at boutique@rosesmtl.ca.

DAMAGES AND ISSUES

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

EXCEPTIONS / NON-RETURNABLE ITEMS

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on final sale items or gift cards.

EXCHANGES

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

REFUNDS

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at boutique@rosesmtl.ca.

