

Shipping & Returns

Free Shipping!

Roses of the Valley offers FREE Ground shipping for all retail purchases over \$100, (valid only in the Continental U.S.).

Tracking Your Package

To track your UPS package, click [here](#).

Shipping Information

Roses of the Valley ships via UPS and USPS.

UPS does not deliver on Saturday or Sunday nor do they deliver to Post Office boxes. All product packages must be shipped to a secure U.S. street address. Roses of the Valley is not responsible for lost or stolen packages. In the event you have an issue with delivery, you may submit a claim to UPS.

At this time we do not ship internationally.

Business days for online processing: Monday through Friday, excluding U.S. federal holidays.

Shipping Recommendations

Roses of the Valley Certificates are shipped regular U.S. Mail for no additional charge to purchaser. Preferred shipping for Gift Certificates is available.

All other orders are shipped via UPS Ground, except orders which have requested expedited delivery.

Processing Time

Order fulfillment at Roses of the Valley occurs Monday through Friday (excluding U.S. federal holidays). Orders received Monday through Friday are usually processed the same day by the end of the next business day. Orders received on Saturday or Sunday are usually processed on Monday or by the end of business day Tuesday.

Within the Bay Area, UPS Ground or USPS generally takes 1-2 business days, but depending on their processing, can take 3-5 business days. Remote locations can take up to 7 business days or more.

If you would like to estimate how long it will take to receive your package, [click here](#).

Lost or Stolen Packages

Product orders are shipped via USPS or UPS Ground, NO signature required. Please ensure you have selected a secure delivery location. Roses of the Valley is not responsible for packages that

are lost or stolen. In the event that you have selected a delivery location from which a package has been stolen, you may use UPS tools to report this issue. UPS information is located [here](#).

In-Spa Purchases / Return Policies

NO RETURNS OR EXCHANGES on opened, used or worn merchandise.

New, Unopened, Unworn merchandise, accompanied by a receipt, can be returned for STORE CREDIT ONLY within 14 days of purchase.

All Gift certificates, Packages, Series Specials and Spa Specials are non-refundable.

Online Store Purchase / Return Policies

Returns & Refunds by Mail

Products purchased from internationalorange.com must be returned to the shop at Roses of the Valley. We can only accept refunds and returns for unopened/unused items purchased from internationalorange.com. Roses of the Valley Gift Certificates are non-refundable.

All refunds and returns must be made within 30 days from PURCHASE date. Refunds are made in the original form of payment and are issued to the original purchaser.

Purchases originally bought with a Gift Certificate are credited to the gift recipient in the form of online store credit (a Roses of the Valley Gift Certificate) for the value of the product(s) returned. The Gift Certificate will be sent to the gift recipient's shipping address upon receipt of the return.

All Gift Certificates, Packages, Series Specials and Spa Specials are non-refundable.

If you require further assistance, please email us directly at hello@rosesofthevalley.com

Returns by Mail

We'll gladly accept returns for any internationalorange.com products upon receiving your items within 30 days of the PURCHASE date. We regret that we do not refund original shipping costs with the return.

Please follow the instructions below:

Send us a request to return your unused/unopened products via email at:
hello@rosesofthevalley.com

Send us the unused/unopened product, along with a copy of your original receipt to:
Roses of the Valley
3030 Bridgeway, Suite 108
Sausalito, CA 94965

Once we receive your package we will credit the original credit card used for purchase within 5 business days.

Shipping costs are not refunded unless the return is due to a rosesofthevalley.com processing error. Products must be returned no later than 30 days from the PURCHASE date.

Return Refunds & Credits

We'll issue you a full refund to your credit card for the price of any unopened/unused item that you return, if your return is received within 30 days of the PURCHASE date. We regret that we are unable to refund original shipping costs.

If you are returning unopened/unused product received as a gift, we will issue the refund directly to the purchaser in the original form of payment.

We DO NOT accept returns of Roses of the Valley SPA Gift Certificates.

It can take up to 30 business days to process the return and credit your account, or to issue an online store credit if you are a gift recipient. Please note that your financial institution could take approximately seven business days to reflect this transaction.

If you have any questions about your return, please email customer service:
hello@rosesofthevalley.com

Returning an Order to the Shop at Roses of the Valley

Visit the SHOP at Roses of the Valley and return your online purchase within 30 days of the PURCHASE date. A Roses of the Valley team member will process your return and issue you a Roses of the Valley SPA Gift Certificate.

Please ensure that you bring a copy of your online receipt, along with the unopened/unused item that you wish to return.

Exchanges

Please note that we DO NOT offer exchanges for returned products at this time.