



Refund & Cancellation Policy

Effective Date: June 1, 2025

Rosewood Studios – Concord, NH

 hello@rosewoodstudiosnh.com

 603-856-3613

Overview

Rosewood Studios offers carefully curated classes, events, and handmade products in small batches with limited capacity. Our policies are designed to protect the time, materials, and preparation that go into every offering while honoring fairness and transparency for our customers. Please read the following guidelines before completing your purchase or registration.

Classes & Events

- Payment is due in full at the time of registration to reserve your spot.
- Cancellations made 7 or more days before a scheduled offering are eligible for a full refund or studio credit, at your choice.
- Cancellations made less than 7 days prior to the event are non-refundable, due to limited capacity and the preparation involved.
- No refunds or credits will be issued for no-shows, late arrivals, or missed sessions without prior notice.
- Multi-day series are considered a complete package. We do not offer partial refunds for missed days or absences.
- In the event that Rosewood Studios cancels or reschedules a class or event, you will be offered a full refund, studio credit, or transfer, at your discretion.

Weather & Unexpected Closures

If a class must be canceled due to weather or emergency, we will attempt to reschedule or offer credit toward a future event. However, we are not responsible for personal weather-related absences unless class is officially canceled.

Products & Herbal Goods

- All product sales are final due to the handmade, small-batch nature of our herbal remedies and goods.
- If your order arrives damaged, incorrect, or incomplete, please contact us within 7 days of delivery with your order number and clear photos. We will gladly offer a replacement or store credit, if appropriate.
- We do not accept returns on opened products, or offer refunds for allergic reactions, storage issues, or misuse (see our Health & Allergy Disclaimer).

Chargebacks & Payment Disputes

If you initiate a chargeback or payment dispute for a fulfilled class, product, or event:

- We reserve the right to dispute the claim with full documentation.
- You may be restricted from future purchases or class participation until the matter is resolved.
- Repeated or unjustified disputes may result in permanent suspension of access to our services.

Policy Changes

Rosewood Studios reserves the right to update this Refund & Cancellation Policy at any time. Changes will apply to future transactions only and will be posted on our website and/or provided upon request.

Contact Us

If you have questions or concerns regarding refunds, cancellations, or damaged products, please reach out:

 Email: hello@rosewoodstudiosnh.com

📍 Studio Location: Concord, NH (address available upon request)

We're here to help and will do our best to resolve your concern in a timely and thoughtful manner.