

# SIGNATURE SCENTS *by carlys*

## FAQ SHEET

### Frequently Asked Questions

**1. How does it work? What do you need to design a fragrance for me?**

Visit the website: [Custom Fragrance | Signature Scents by Carlys](#). There, you will be directed to a questionnaire, on which you will tell us: what scents you like and a bit about your personality. Those answers will allow **Signature Scents** *by carlys* to design a balanced scent with top, middle, and bottom notes for you! You will receive a 1.7oz / 50ml fragrance with your personalized name.

**2. Can I design a fragrance for someone as a gift?**

Absolutely! What a thoughtful and awesome gift (especially for a significant other or cherished love one)! Simply “create a fragrance” with them in mind!

**3. Can I use this site to create gifts favors?**

Yes! The best way to do this is to order a “mini gift set”! You then can design your fragrance and send it out to others. Visit: [Mini Gift Sets | Scents by Carlys](#), fill out your order form and confirm: “I want recipients to create their own fragrance”. The size of ‘Gift Favor’ fragrances are 0.5oz / 15ml.

**4. Do you do men’s fragrance?**

Yes! **Signature Scents** *by carlys* creates both perfumes for women and colognes for men. All fragrances are eau de parfum.

**5. Can I replicate another fragrance?**

No! **Signature Scents** *by carlys* may not have all the essential oils in its inventory to exactly replicate another fragrance of choice. However, we can be inspired by your selected fragrance notes to create something that you will love. Please indicate what you are looking for in your fragrance quiz: [Create a fragrance | Scents by Carlys](#)

**6. Who creates the fragrance? (Is it sent out to a third-party manufacturer to be made?)**

After you select your scents, **Signature Scents** *by carlys* does NOT send out your selections to a third party to manufacture the fragrance. All fragrances are internally hand-designed and prepared for each customer.

**7. Will I get a sample to try before I order?**

No, if you would like to try fragrances in our collection, please order a mini gift set of all three (3) fragrances to try! Visit: [Mini Gift Set | Scents by Carlys](#). For a custom designed fragrance, **Signature Scents** *by Carlys* will design a fragrance that you will love!

**8. What is it made of?**

Five (5) main non-harsh components: Alcohol; Essential / Fragrance Oils; Water; PPG-20 Methyl Glucose Ether; and Ethyl-Hexyl Glycerin. PPG-20 Methyl Glucose Ether is a corn-based methyl glucoside derivative and Ethyl-Hexyl Glycerin is a modified glycerin, both used widely in cosmetics and personal care products.

**9. Will it irritate my skin / allergies?**

The base ingredients in all formulas are made with non-harsh chemicals; however, some essential / fragrance oils (although clean) may still irritate someone's allergies. Since the owner has eczema, she designed the base formula for sensitive skin; however, if you know which essentials oils irritate you, please mention it on your fragrance quiz. All other ingredients used in the base formula have a low **EWG Skin Deep score**.

**10. How long is the shelf life?**

The fragrance should have a shelf life of at least 1 year. A 1.7oz bottle should last you on average 4 months, depending on how often you use it.

**11. How long will it take to get to me (create and ship)?**

After you hit "submit" on the questionnaire and payment is received, it will take 7 – 10 days to create your custom fragrance and 2-3 days to ship. All fragrances are internally hand-designed and prepared for each customer. Please allow time for **Signature Scents** by carlys to develop your unique fragrance, especially during the Holidays.

**12. Can I get a discount for multiple orders?**

There is FREE Shipping on all orders in the U.S. regardless of the amount! We will also offer discounts from time to time! Please continue to visit [Custom Fragrance | Signature Scents by Carlys](#) for great offers!

**13. Can I reorder my fragrance?**

Absolutely! **Signature Scents** by carlys creates a profile for each customer. Even if you received this fragrance as a gift, we save your profile so that we can remake this item for you! All we need is your name, and the name of your fragrance! Please visit: [Custom Reorder | Scents by Carlys](#)

**14. Can I change my fragrance in the future?**

Yes! **Signature Scents** by carlys creates a profile for each customer, and each fragrance is hand-designed and prepared. Therefore, we can make minor tweaks to your signature fragrance if needed. If you would like to create a totally new fragrance, please feel free to do that as well.

**Any Other Questions?**

Email: [sales@scentsbycarlys.com](mailto:sales@scentsbycarlys.com)

