

SIGNATURE SCENTS *by carlys*

FAQ SHEET

Top 15 Frequently Asked Questions

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

Visit the website: www.scentsbycarlys.com. There, you will be directed to a questionnaire, on which you will tell us: what scents you like, a bit about your personality, and what is your all-time favorite fragrance. 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)! After you decide to “create a fragrance” you can select: “A gift” and custom design something for a loved one. Please fill out the questionnaire with them in mind! They will receive a 1.7oz / 50ml fragrance with a personalized name.

3. Can I create my own personal fragrance and then send it out to others as a gift?

Yes! The best way to do this is to order a “gift favor”! You then can design your fragrance and send it out to others. Visit: <https://www.scentsbycarlys.com/corporate-gifts>, fill out your order form and confirm: “I want to create my own signature fragrance to share as a gift”. The size of ‘Gift Favor’ fragrances are 0.5oz / 15ml.

4. Can I use this site to create corporate gifts?

Yes! The best way to do this is to order a “gift favor”! You then can design your fragrance and send it out to others. Visit: <https://www.scentsbycarlys.com/corporate-gifts>, 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.

5. 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.

6. Can 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 in your fragrance questionnaire under “Additional Oder Needs” if you are looking for this type of request.

7. Who creates the fragrance? (Is it sent out to a third-party manufacturer 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. Therefore, all proceeds go directly to **Signature Scents** *by carlys*.

8. Will I get a sample to try before I order?

No, if you would like a smaller fragrance, please order a gift favor. With the questionnaire that you fill out, **Signature Scents** *by carlys* will have all they need to design a great fragrance for you!

9. What is it made of?

The custom fragrances that you order on the site at: <https://www.scentsbycarlys.com/createafragrance> have six (6) main non-harsh components: Alcohol; Essential / Fragrance Oils; Water; PPG-20 Methyl Glucose Ether; Ambrettolide; Glycerin. PPG-20 Methyl Glucose Ether is a corn-based methyl glucoside derivative that delivers moisture to the skin, enhances the top notes of a fragrance, and is used widely in cosmetics and personal care products. Ambrettolide is a perfume fixative that can be naturally sourced from ambrette seed.

10. 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 add them to the "DO NOT USE" section of the questionnaire. All other ingredients used in the base formula has an **EWG Skin Deep score** of 1.

11. How long is the shelf life?

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

12. 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 when you consider when to place your order.

13. 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 www.scentsbycarlys.com for great offers!

14. 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: <https://www.scentsbycarlys.com/price> and click on "returning customer".

15. 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. For minor tweaks on your current fragrance, please visit: <https://www.scentsbycarlys.com/price> and click on "returning customer".

If you would like to create a totally new fragrance, please visit: <https://www.scentsbycarlys.com/createafragrance> and select new scent categories when you re-take the fragrance questionnaire. We suggest that you **select a new name** for this new fragrance and, we will add this new fragrance to your profile.

Any Other Questions? Please contact Customer Service:

Email: sales@scentsbycarlys.com

Phone: 1-281-968-9608

