

Cancelation Policy

(Updated 1 October, 2013)

Email: customerservice@amormemorials.com

Phone: 1-855-497-2667

Cancelation

Amor Memorials Inc. is dedicated to providing exemplary customer service to all of our customers. We pride ourselves on our ability to quickly and accurately process all orders. If you have any questions regarding your purchase, we will do everything we can to address your concerns. If you wish to cancel your order for any reason, please contact us as soon as possible. As a vast majority of in-stock items ship within 24 hours from our Florida or Puerto Rico based warehouse, it is imperative that you contact us so we may attempt to cancel your order before it is processed and/or shipped.

Detailed responses to the most frequently asked questions regarding our Order Cancellation Policy are shown below:

How do I know if my cancellation request was successfully completed?

A Amor Memorials Inc. Representative will attempt to process your order cancellation request immediately upon receipt. If your request is successfully completed, a confirmation will be provided to you either via email or phone. Please note that if you do not receive a confirmation from a Amor Memorials Inc. Representative, we may have already processed and/or shipped your order and are unable to cancel. For more information, please contact us.

I found a better price with a competitor. Will Amor Memorials Inc. price match or do I need to cancel?

Amor Memorials Inc. understands that price is a key criterion when determining where to buy from. In the rare situation that you find an item elsewhere from an authorized dealer at a lower price than at Amor Memorials Inc., there is no need to cancel your order. Please contact one of our experienced Amor Memorials Inc. Representatives with a price listed from an authorized dealer and we will do all that we can to match.

What happens if my order has already shipped?

Unfortunately, we are unable to cancel your order once it has been processed and/or shipped. Alternatively, items may be returned within 30 days per the terms of our Return Policy. Please note that customers are responsible for all charges associated with the return of goods back to Amor Memorials Inc.

Note: Please allow up to 10 business days for your return to process from receipt of the returned merchandise.

Why was my order canceled without my permission?

Amor Memorials Inc. reserves the right to cancel your order for any reason. If your order is canceled, you will receive a notification via email or phone with alternative options provided, if possible.

Please note that some of the reasons your order may be canceled are:

- The ordered item cannot be shipped to you due to State Government Regulations.
- Additional information needed to process the order was not provided in a timely manner
- The item has been discontinued or is no longer available
- We have noticed fraudulent activity within your shipping address or payment information, please contact us for additional information.
- Your Credit Card, PayPal, or Check Payment were canceled or refused by the bank Institution or by the customer.

Are there any circumstances where an order cannot be canceled?

Amor Memorials Inc. is unable to adjust or cancel orders once processed and/or shipped. Please note that all special order items cannot be canceled once they are processed and/or shipped. For more information, please check the item's specific product page. To ensure accuracy, please review all information before submitting an order.

What if I still have additional questions regarding the Order Cancellation Policy?

Please feel free to contact us via phone or email if you have any questions.

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