

Delivery/Shipping Policy

(Updated 1 October, 2013)

Email: customerservice@amormemorials.com

Phone: 1-855-497-2667

Shipping

Amor Memorials Inc. provides shipping to the contiguous 48 states. All other orders will be charged competitive shipping rates. For exact rates, use our convenient online shopping cart shipping calculator. Competitive shipping rates apply to all shipments to Alaska, Hawaii and U.S. Territories (Puerto Rico, Guam, American Samoa, U.S. Virgin Islands, Northern Mariana Islands and U.S. Minor Outlying Islands).

Most in-stock orders ship within 1-2 business days from any of our 2 warehouses based in Florida or Puerto Rico. Upon shipment, you will automatically be notified with tracking information via email.

Still have questions? See our shipping FAQ below:

What are the details of Amor Memorials Inc. Free Shipping?

From time to time Amor Memorials Inc. offers Free Value Shipping. Our FREE Value Shipping offer uses a variety of reliable shipping carriers to ensure your order is delivered in a timely and secure manner. Once you place an order, the most efficient carrier is automatically selected based on the destination, size, and weight of your package. It typically takes 5 to 10 business days to receive your order with our Value Shipping* option; however, allow up to 14 business days for final delivery.

Some items may not qualify for free Value Shipping, not limited to, but including: items exceeding carrier weight and size restrictions. Non-qualifying items will be assessed a shipping charge and must be shipped differently. Products exempt from our Free Shipping offer indicate so on their respective product pages.

Amor Memorials Inc. also offers express shipping methods for faster delivery.

You will be notified when shipping charges apply prior to the fulfillment of an order. Please note Amor Memorials Inc. reserves the right to upgrade the selected shipping method on an order at no additional cost to you. In addition, there are no handling fees unless displayed on specific product pages. Items containing hazardous materials or requiring extra care are subject to special handling fees, change in shipping method and possible exceptions to our Return Policy.

All shipping options utilize a mix of reliable carriers to ensure your order is delivered in a secure and timely manner. After the order is placed, the system automatically selects the most efficient shipping method based on destination, size, and weight. Please be advised that "time in transit" does not include the day the order is picked up. "Business Days" do not include Saturdays, Sundays or major Holidays.

Refer to the chart below for **domestic shipping options**:

Shipping Method	Time in Transit	Service Area
Value Shipping	Typically it takes 5-10 business days to deliver the package. Due to unforeseen circumstances, the delivery time may take up to 14 business days.	To all 50 states, DC, U.S. Territories, and U.S. Military APO/FPO/DPO addresses.
Standard Shipping:	Typically 3-5 business days.	To all 50 states, DC, U.S. Territories, and U.S. Military APO/FPO/DPO addresses.
Expedited Shipping:	Guaranteed within 3 business days.	To all 50 states, DC, and Puerto Rico.
Two-Day Shipping:	Guaranteed within 2 business days. Saturday delivery can be requested for an additional charge.	To all 50 states, DC, and Puerto Rico.
One-Day Shipping:	Guaranteed within 1 business day. Saturday and/or Early AM delivery can be requested for an additional charge.	To all 50 states, DC, and Puerto Rico.

Reminder:

Guaranteed delivery does not apply when a package is delayed due to adverse weather conditions or events beyond the carriers' or Amor Memorials Inc. control. Furthermore, Amor Memorials Inc. assumes no liability when a customer fails to communicate accurate shipping information. No credits will be issued if the estimated arrival time of an order changes due to circumstances listed above.

Estimated arrival does not include order processing time and only indicate when a product is to reach your destination from the day after leaving our warehouse. Please allow 1-2 business days for all in-stock items to ship from Amor Memorials Inc. in addition to the estimated delivery time.

Please note that Amor Memorials Inc. reserves the right to substitute a shipping method at no additional charge in cases where an item ships from outside of our main warehouse. Please refer to the chart above for all available shipping options.

Does Amor Memorials Inc. offer Saturday or Early AM delivery?

Orders shipped using our Value Shipping, Standard Shipping, or Expedited Shipping options may be delivered on Saturday at no additional cost to you; however this service is not guaranteed and such requests cannot be accommodated.

Saturday delivery requests can be accommodated for an additional charge only for One-Day Shipping and Two-Day Shipping orders containing in-stock items.

Saturday delivery orders incur an additional \$15 fee in addition to the shipping charges of the method selected. Please note that Saturday delivery is guaranteed only with One-Day Shipping orders containing in-stock items placed Fridays before 12:00 P.M. Eastern Standard Time (EST) and Two-Day Shipping orders placed before 12:00 P.M. EST on Thursday.

Early AM delivery requests can be accommodated for an additional charge only for One-Day Shipping orders containing in-stock items. Early AM delivery orders incur an additional \$50 fee in addition to the expedited freight charges. Please note that Early AM delivery is guaranteed only with One-Day Shipping orders containing in-stock items placed before 12:00 P.M. EST on the preceding business day.

For phone orders, please approve all Saturday and/or Early AM delivery fees with the Amor Memorials Inc. representative. For online orders, you must note authorization of all fees and request Saturday and/or Early AM delivery in the order comments.

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

What are Amor Memorials inc. international shipping options?

All international shipping options utilize a mix of reliable carriers to ensure your order is delivered in a secure manner within the promised timeframe. After the order is placed, the system automatically selects the most efficient shipping method based on destination, size, and weight. Refer to the chart below for international shipping options.

Shipping Method	Time in Transit	Service Area
Value International Shipping	Typically it takes 7-15 business days to deliver the package. Due to unforeseen circumstances, the delivery time may take up to 21 business days.	To over 190 countries and territories worldwide. Packages up to 70 lbs.
Standard International Shipping:	Typically 5-7 business days.	To over 190 countries and territories worldwide. Packages up to 70 lbs.
Expedited International Shipping:	Typically 3-5 business days.	To over 60 countries and territories worldwide. Packages must be < 150 lbs.
Express International Shipping:	Typically 1-3 business days.	To over 45 countries and territories worldwide. Packages must be < 150 lbs.

For international orders, check local rules and regulations about all customs/brokerage fees, duties, taxes and restrictions imposed on goods imported into the country of destination. Please note all fees mentioned above are the responsibility of the recipient. All costs incurred on a refused delivery because of high customs, brokerage fees, duties or taxes imposed by the country of destination are the responsibility of the customer.

How can I find out Shipping Cost?

Shipping costs are always provided to you prior to the completion of a purchase.

To determine the shipping cost (when applicable):

- 1) Choose "Add to Cart" to place the item(s) into the shopping cart
- 2) On "View Cart" page, enter the ship to zip code (if in the U.S.), country of destination, and shipping method into the Shipping Calculator
- 3) Hit "Apply"

Once the page reloads, the total will appear (including cost of product, shipping and any other fees/taxes, if applicable). Charges will only be processed once the order is fulfilled.

How long does it take to process an order?

Most in-stock orders ship within 1-2 days from our Florida or Puerto Rico warehouse. Orders that require shipment from our vendors or are for custom-built products (e.g. custom printed, or engraved products) may take slightly longer to fulfill.

For faster delivery, please choose any of the express shipping options when ordering. If an item is not available immediately, you will be notified with an estimated time of arrival for the item. Once contacted, you may allow the order to continue or make any adjustments, including cancellation, if desired. If an order cannot ship in its entirety, Amor Memorials Inc. reserves the right to hold the order until all items are in stock or to send items as they become available.

How do I track my order?

Tracking information is sent via email upon shipment. To check order status, see the Order Status Page. Please use the tracking/delivery confirmation number provided in the shipment notification email. Please note, for most orders, it might take up to 24-48 hours for the first scan to show up on the carrier's website.

Contact us if you need help with tracking an order.

What happens if my item arrived damaged or was lost?

Amor Memorials Inc. partners with only the most reliable carriers and apologizes for any delays caused by lost or damaged packages. We will work hard to resolve all shipping errors with our carriers and will strive to settle all claims within two weeks from initiation.

If you don't want to wait until the damage or loss investigation is completed and you would like us to send a replacement item right away, please contact us. We will ship the item right out to you (given it is in stock). We will have to charge your credit card for the replacement and will refund the money for your original order once the carrier confirms the shipping damage or loss and pays us the insurance settlement.

To investigate a potential shipping error, follow the appropriate procedure for the shipping method below:

Lost Packages:

Contact us immediately if the tracking number has no scans for over 48 hours. In addition, contact us to initiate a claim if tracking shows a package as delivered that is not in your possession. Each carrier has a unique process of claim handling and a set of timeframes that it follows. We will communicate all details to you via phone or email. Carriers also may conduct detailed investigations in cases of possible mail tampering and postal fraud. Full cooperation is imperative in order to quickly and effectively resolve such issues.

Upon a favorable claim resolution, Amor Memorials inc. may initiate a replacement order; an email will be sent to your account with the new tracking number once the product has left our warehouse. If an in-stock replacement item is requested prior to a claim resolution, your credit card will be billed and a refund is instituted once the lost claim is approved by the carrier.

Contact us immediately if the original shipment arrives prior to the resolution of the claim. If the original package arrives, at a future date after the delivery of the replacement, contact us immediately for a pickup at our expense. Keeping this delivery will result in the customer being billed for both the original shipment and the replacement order.

Please contact us if you have any questions.

Damaged Packages:

Upon receipt, please inspect the order for any evidence of damage and do not sign for a package without fully inspecting the contents. If there is visible damage to the box, the merchandise, or items are missing, kindly refuse the package.

Contact us immediately to initiate a claim if a package arrives damaged. Please provide the product number of the affected item(s), the nature of the damage (e.g. shattered, cracked, dented, item missing), and specific information about the condition of the box (e.g. re-taped, poked, contains a hole). If a package was partially accepted, please denote which item(s) were refused. Reseal the shipment and hold on to the original packaging materials for a possible inspection by the carrier. It is vital you hold onto the package for up to 30 days. Please do not send the damaged package back to Amor Memorials Inc. as this will result in a denied claim and you will be responsible for all associated costs. If no inspection occurs, you can discard the shipment after the 30 days expire. Each carrier has a unique process of claim handling and a set of timeframes that it follows. We will communicate all details to you via phone or email. Upon a favorable claim resolution, Amor Memorials Inc. may initiate a replacement order; an email will be sent to your account with the new tracking number once the product has left our warehouse. If an in-stock replacement item is requested prior to a claim resolution, your credit card will be billed and a refund will be instituted once the damage claim is approved by the carrier. Please contact us if you have any questions.

How do I correctly enter an address outside the United States, including U.S. Territories and Military addresses?

For addresses outside the United States:

- Enter the city name in the "City" field
- Enter the postal code in the "Zip Code" field
- Select the country from the "Country" dropdown field
- Enter the state/province name in the "State" field; leave this field blank if not applicable

For United States Territories (**Puerto Rico, Guam, American Samoa, U.S. Virgin Islands, Northern Mariana Islands and U.S. Minor Outlying Islands**)

- Enter the territory abbreviation in the "State" field
- Enter United States in the "Country" field

For United States Military addresses:

- Enter Grade/Rank/Rating and full name in the "Name" field
- Enter Unit number, CM Room Number, PSC Number in the "Address" field
- Enter APO/FPO/DPO in the "City" field
- Enter AE/AA/AP/FP in the "State" field
- Enter the Zip code in the "Zip Code" field
- Enter United States in the "Country" field

Are there any restrictions on shipping to APO/FPO/DPO Addresses?

All orders shipping to U.S. Military addresses must comply with U.S. Export Control Laws and Regulations. Under these laws, all shipments to an APO/FPO/DPO are considered international; therefore, export restrictions are applicable.

For items ordered that are restricted, controlled, or require an Export License, a representative from Amor Memorials Inc. will contact the customer within 48-72 hours to discuss shipping options.

Please note that due to agreements with our suppliers, some brands are restricted from shipping to an APO/FPO/DPO address. However, we are glad to ship this item(s) to you if you provide us with an alternate physical U.S. address.

What if I still have shipping related questions after reading this policy?

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

Email: customerservice@amormemorials.com

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