

# Return/Refund/Exchange Policy

(Updated 1 October, 2013)

## Returns

Amor Memorials Inc. sells printed material which is custom made and printed with your selection of image and wording, such printed material is not returnable. When your order is shipped wrong due to mistake on our end and not an end user mistake while placing order, we will accept returns of such mistakenly shipped items. Products which are not printable, which arrive to you broken, dented, and not to your taste can be returned. All accepted returns must be accompanied by a Return Merchandise Authorization number (RMA number).

## What is an RMA number, and how do I get one?

RMA stands for Return Merchandise Authorization. Contact Customer Service at 1-855-497-2667

. For Retail Sales Customers (Website Account Menu)

<https://www.amormemorials.com/RT/Shopcart>

. For Funeral Home Professionals in U.S. (Website Account Menu)

<https://www.amormemorials.com/FuneralHome/US/ShopCart>

. For Funeral Home Professionals in Puerto Rico (Website Account Menu)

<https://www.amormemorials.com/FuneralHome/PR/ShopCart>

## What items cannot be returned

- . “ANY” Printed material shipped correctly and **with no** manufacturing defects (Ink Smears, Smudges, or Splatters on the Printout) or any defect on image or lettering.
- . “ANY” Custom Printed or Engraved item
- . “ANY” Product which was sold at a **Final Sale Price, Discontinued Product Price, Special Customer Sale Price**. This type of sale will be reflected on your sale receipt and or invoice.

## What items can be returned (Using our RMA System)

- . “ANY” Printed material shipped incorrectly and or **with** manufacturing defects (Ink Smears, Smudges, or Splatters on the Printout) or any defect on image or lettering.
- . “ANY” Product which is received Broken, Dented, or Cracked and had shipping insurance add to the order.

**( If you do not add shipping insurance to your order we will not be responsible for these damages)**

## Refund / Exchange

Before any refund or exchange will be made you must have an RMA number. Amor Memorials will not process any refund or exchange without an RMA number.

## Refund

If you have followed our returns guidelines and have an RMA number we will refund you the price paid for such returned item, your refund will be as follows:

1. Customer paid with a Check Payment =  
Amor Memorials will Credit the customer’s account or mail a company check to the customer within 15 days.
2. Customer paid with a CC =  
Amor Memorials will credit the same CC Number used.

3. Customer paid with Paypal =  
Amor Memorials will credit the same Paypal account used.

4. Customer paid CASH =  
Amor Memorials will credit the customer's account or mail a company check to the customer within 15 days.

#### Exchange

Amor Memorials Inc. will exchange any item which is returnable under our returns guidelines. If the exchange is due to an item shipped incorrectly by us. We will pay shipping to return the item and also to reship the item back to the customer. If the customer wants to exchange an item which they ordered by mistake, then the customer will have to pay for return shipping and reshipment of the new item. All accepted returns for exchange must be accompanied by a Return Merchandise Authorization number (RMA number).

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