



## **COMPANY POLICIES**

### **CASKET DELIVERY POLICY**

All Caskets are delivered free of charge within our designated service area. If you reside outside our designated service area, we will be pleased to provide a shipping quote for your consideration and review.

### **CREMATION URN DELIVERY POLICY**

Cremation urns are shipped via Canada Post Express Post and will arrive three business days after the order date. Orders must be placed and paid for in full by 10:00 A.M. eastern time to ensure a three-business day delivery. The cost of delivery is \$ 20.00 excluding H.S.T. This cost is subject to change without notice. This rate applies within our designated service area. If you reside outside our designated service area, we will be most pleased to provide a shipping quote for your review and consideration.

### **RETURN & REFUND POLICY**

The buyer must consider the description of the item before requesting a refund. If the item matches the description by the seller and the buyer is unsatisfied, the seller is not responsible for a refund. Exchanges are granted on a case-by-case basis.

If any damages occurred during shipping, or if there are any manufacturing defects please contact Casket Mart at 519 532 2008, 1 844 442 2008 or [info@casketmart.ca](mailto:info@casketmart.ca) to receive exchange or refund instructions. Customers have 10 business days from the date of delivery to initiate a return or exchange.

Please do not directly return any product without first notifying Casket Mart. Doing this, may cause a delay in the process.



To initiate a return or refund the buyer must:

- 1) Have all the original packaging.
- 2) Ensure the product is in an unused condition as received.
- 3) Ensure the product has not been changed in any way.
- 4) Initiate return/refund within 10 business days from delivery date.
- 5) Must have the sales invoice.

Shipping costs are not refundable. In the event of free shipping, we will deduct the actual shipping cost from the refund.

### **CANCELLATION POLICY**

A cancellation made prior to your scheduled delivery is fully refundable. A full refund will be granted in the form of the original payment. An order cancelled after delivery is available for a refund except for any shipping charges.

If you choose to cancel your order or make any changes, please contact Casket Mart at 519 532 2008, 1 844 442 2008 or [info@casketmart.ca](mailto:info@casketmart.ca).

### **COLOUR ACCURACY POLICY**

We are not responsible for any colour inaccuracy due to colour differences between displays. We do our absolute best to represent the true colour of all our products. If there are any concerns, please contact Casket Mart at 519 532 2008, 1 844 442 2008 or [info@casketmart.ca](mailto:info@casketmart.ca) prior to buying.



### **COMPLAINTS POLICY**

Any complaints about products or sellers may be sent to Casket Mart Inc. Casket Mart can be reached at 519 532 2008, 1 844 442 2008 or [info@casketmart.ca](mailto:info@casketmart.ca). There is no guarantee of a resolution. Each case will be reviewed individually, and the seller will be in contact with the buyer as well.

### **LEGAL POLICY**

The seller is not responsible for any health or safety concerns once the buyer has received the item. If any harm occurs from the items purchased by the buyer, the seller shares no responsibility.

These terms and conditions are subject to change without notice.

**Proud Members of The Ontario Better Business Bureau & The Ingersoll Chamber of Commerce**

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