

Tribute Direct Payment and Refund Policy

MARKERS & MONUMENTS

Tribute Direct provides one (1) hour of free pre-sale assistance for cemetery coordination and design consultation.

Upon receipt of the total purchase price of the marker/monument, or fifty percent (50%) down payment on a markers/monument that cost \$2,000.00 and above:

- Tribute Direct shall provide a Scale Drawing and allow one (1) revision per order without a customer incurring additional fees.
- If a customer wishes to **cancel** the order **after receiving a Scale Drawing**:
 - Tribute Direct will issue a refund of funds received **less fifteen (15%)** of the **total purchase price** as compensation for coordination and design services rendered.
 - To initiate a refund, a **WRITTEN REQUEST** must be submitted to Tribute Direct.
- After a Scale Drawing has been **SENT** to the customer, it must be approved and sent to production within six (6) months of the purchase date.
 - If this requirement is not met, Tribute Direct reserves the right to either cancel the order or extend the order for another three (3) months at the prevailing Tribute Direct purchase price and shipping fees.
 - If an order is cancelled by Tribute Direct, Tribute Direct will issue a refund of funds received **less fifteen (15%)** of the **total purchase price** as compensation for coordination and design services rendered
- After a Scale Drawing has been **APPROVED** by customer and the **stone has been ordered**:
 - **NO REFUND WILL BE AVAILABLE.**
 - The stone will not be ordered until Tribute Direct receives the full purchase price of the marker/monument.
- Shipping, applicable cemetery, and installation fees must be paid prior to the marker/monument shipping to its final destination.
- If a marker or monument is damaged upon delivery to its final destination, Tribute Direct will replace the marker/monument at no additional costs to the Customer, if the following requirements are met:
 - Tribute Direct must be notified of the damage within twenty-four (24) hours of delivery by calling 1.800.994.3070.
 - Tribute Direct receives photographic evidence of the damage within ten (10) business days.

CASKETS

- **Once a casket is shipped** from Tribute Direct's warehouse, **no refund** may be obtained by the customer.
- If a casket is damaged upon delivery to its final destination, Tribute Direct will issue a full refund or replace the casket at no cost to the Customer, if the following requirements are met:
 - The damage must be noted on the shipper's delivery receipt by the receiving party
 - Tribute Direct must be notified of the damage within four (4) hours of delivery by calling 1.800.994.3070.
 - Tribute Direct must receive photographic evidence of the damage within ten (10) business days.