



Mountain Falls Memorials

RETURNS POLICY

We 100% guarantee our products.

If you need to return an item, please call us immediately at 703-502-0711.

You may return most new, unused items within 10 days of delivery for a refund of the product. Shipping costs will incur to the customer. If the return is a result of our error (you received an incorrect or defective item, etc.), we will pay the shipping costs.

If seals on screws are broken, the item cannot be returned.

Personalized and custom items are non-refundable, but if an error is made on our part in the personalization, we will correct the error in a way that meets your satisfaction.

If you received a damaged item, we'll take care of it for you. Please contact us immediately so that we can process a damage claim with the shipping company. If the damage claim is not completed within 10 days, the receiver will take responsibility for the damage.

You should expect to receive your refund within four weeks of your package being retrieved by the return shipper. In most cases you will receive a refund more quickly.