



How to Make Families Aware of the Remembrance Store

As part of the services we offer, we've partnered with Batesville to provide families with access to a curated online store of memorial products — including urns, keepsakes, jewelry and more.

Many families find comfort in having tangible ways to remember their loved one and we know the grieving process takes time. We understand this may be overwhelming, and you may not be ready to make these purchase decisions now. So, when the time is right, here's a referral card with a special link or simply scan the QR code that will allow you to shop and browse at your convenience. From personalized jewelry to meaningful keepsakes, you can find ways to help you keep your loved one's memory close. You can choose to get your products delivered directly to your home or to our funeral home. Please note, for products involving ashes, in some cases, it may be beneficial to send the product to us so we can handle adding remains to the product for you.

For every cremation urn ordered on the site, Batesville will plant a tree on behalf of your loved one.

Quick Talking Points:

What is the Remembrance Store?

The Remembrance Store is an exclusive online store, created in partnership with our funeral home and Batesville, a trusted leader in the industry to support you in ways to honor your loved one's memory.

How do I recommend families access the Remembrance Store?

Here's a card with a direct link for you to visit and search when you feel ready. We can also email you more details.

What products can families purchase on the Remembrance Store?

The Remembrance Store offers a wide variety of Urns, Jewelry and Keepsakes. In urns, families can choose from many different styles and shapes, including wood, ceramic, biodegradable and scattering options. For jewelry, the Remembrance Store offers a variety of necklaces, pendants, and bracelets, most allowing for a small amount of ashes to be placed inside the piece. The keepsakes offerings include small urns, memento chests, biodegradable options and more.

How to promote the Remembrance Store to cremation families that are undecided?

As families explore their cremation options, not only for urns but remembrance items, the Remembrance Store can be a helpful, pressure-free way to show them their options. Let them know the store offers meaningful, high-quality products like urns, jewelry, and keepsakes, many of which can be personalized.

Remind them this option is there when they're ready: "There's no rush to decide today, but when the time is right, you'll have access to a curated online store with options to honor your loved one in your own way."

Providing the referral card with their unique store link gives them time and space to browse at home, while still keeping them connected to your funeral home's trusted service.

For Questions on Orders>Returns:

When does my order ship?

Generally, orders will ship the same day, or the next day, depending on when the order was placed. **The cut-off time for orders shipping on the same day is 3 p.m. EST.**

How long does it take for orders to arrive?

The Remembrance Store offers Ground Shipping (3 to 5 days) and Expedited Shipping (2 to 3 days). UPS is the main carrier, and there is a possibility shipments could be delayed during peak seasons.

Where can I find my order status?

Once you place an order, you will be sent a confirmation email. You can also view your order status from your Remembrance Store account to see when your order is shipped. When your order ships, you'll receive an email with your tracking information. You can also call **1-888-812-9177** or email **Support@RemembranceStore.com** for further help.

Can I change my shipping/billing address?

To change your shipping/billing information, please reach out to the Remembrance Store customer support team by visiting the "Customer Support" page on the Remembrance Store website or call 1-888-812-9177.

Am I able to cancel or change something on my order?

After placing an order, if you realize a mistake was made during personalization, and you need to edit it or cancel the order, please call the Remembrance Store customer support team at **1-888-812-9177** as soon as possible. However, please note that once an item has been engraved, we are unable to change or cancel the order.

Is there a warranty/where do I find warranty information?

Some products may be covered by a manufacturer's warranty, which will be noted in the product description or included with your order. For full details, view the warranty section on the Remembrance Store website Terms of Use.

What is the return policy?

Non-personalized items in unused, original condition may be returned within 20 days of delivery. Personalized, used, or clearance items are considered final sale and not eligible for return. Shipping charges are non-refundable. For full details, view the page titled Returns and Refund policy on the Remembrance Store website.

How do I start a return?

You can start a return by going to the page titled Returns & Refunds on the Remembrance Store website. You may also contact our Customer Service Team at **1-888-812-9177** or email **support@remembrancestore.com**. Then, pack your item with the provided shipping label. Returns must be sent via UPS. Funeral home drop-offs will not be accepted. For full details, view our Returns and Refund policy.

When orders are placed on the Remembrance Store, you will receive an email notification from flow@shopify.com with order details up to twice daily, if orders were received during that time.

Customer Service Phone Number: 1-888-812-9177

Customer Service Email: support@remembrancestore.com

Customer Support Page: <https://remembrancestore.com/pages/contact-us>

Returns and Refunds Page: <https://remembrancestore.com/pages/returns-and-refunds>

Terms of Use Page: <https://remembrancestore.com/pages/terms-of-use>

FAQ Page: <https://remembrancestore.com/pages/faq>