



## Return & Refund Policy

Last Updated: September 28, 2025

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### Return & Refund Policy

We hope every tribute brings joy and connection. If something isn't quite right, we're here to help.

### Returns

- Returns are accepted within **30 days** of the original purchase date.
- After 30 days, items are **non-returnable**.
- Returned items must be unused, in original packaging, and accompanied by proof of purchase.
- **Custom or personalized products** (including QR code plates and keychains) are **final sale**, unless damaged or defective upon arrival.

### Refunds

- Once we receive your returned item and confirm it meets our return guidelines, your refund will be processed within **5–10 business days**.
- Shipping costs are **non-refundable**, unless the item was defective or incorrect.
- For damaged or incorrect items, please contact us within **7 days of delivery** with photos and order details—we'll make it right.

### Tribute Page Access

- **Digital Deactivation:** Upon refund approval, the associated tribute webpage will be **permanently deactivated** and no longer accessible.

We're committed to honoring your memories with care and clarity. If you have any questions, please send us a message to [info@lifereminiscence.com](mailto:info@lifereminiscence.com).