



Return Policy

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In summary: Our official policy is below, but please just call or e-mail us before returning and we'll make sure you are satisfied. We know the farewell process can be stressful and we aspire to reduce it where we can.

Exchanges/Returns/Cancellations

Our policy lasts 60 days from the date of delivery. After 60 days have gone by since you received your casket, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in its original condition.

In the event you refuse to accept delivery of your order (for reasons other than damage) and the product is returned to us, this will be considered an order cancellation.

Items should be inspected before accepting delivery. In the rare case your item is damaged during shipping, please refuse delivery due to damage and contact us immediately. Once the item has been refused and we receive proof of the damage we will issue a full refund or send an immediate replacement. **Please keep the original packaging, as it is used for return shipping.**

Return Shipping

To return your product, contact us and we will work with you to coordinate the return shipment. **Return orders should be repackaged securely in the original packaging.**

Delivery Requests and Changes

Unless otherwise specified by Titan Casket or agreed upon by both parties, caskets ship within 1-2 business days of order and are delivered within 2-7 days.

Please note that once your order has left our facility, we cannot delay its delivery for any reason. Please notify your funeral home to expect to receive your order. Items that cannot be delivered to the address entered at checkout will be considered cancellations.

Should you wish to redirect or correct the delivery address rather than cancel, please contact us at (888) 999-7112 and we will be happy to assist you.

Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.