



Shipping Policy

Shipping terms and conditions and other shipping information.

Shipping within 48 contiguous States (additional charges for Alaska and Hawaii):

Complimentary shipping on all orders within the “lower 48”

Please allow approximately 1-3 business days for shipping time. If you need your order by a specific date, please contact us at 1-888-525-5082 and we will do our best to accommodate.

We do our best to ship the same day as your order, we just can't promise!

Personalized Items

Shipping may be delayed up to 3 weeks for items requiring custom engraving; however, we will go out of our way to rush your engraving order. Rush charges may apply.

Business Days

Monday – Friday 9 AM to 5 PM CST excluding holidays and weekends.

Expedited Air Service:

Expedited 2nd Day Air Service for US destinations

Delivery two (2) business days from the day your item is shipped. Delivery Company has until the end of the 2nd business day (scheduled delivery day) to deliver the item. Orders received after 12:00 PM (Noon) Eastern Standard Time are usually shipped the following business day. Business Days = Monday - Friday excluding holidays.

Expedited Next Day Air Service for US destinations

Delivery the following business day from the day your item is shipped. Delivery Company has until the end of the "next" business day (scheduled delivery day) to deliver the item. Orders received after 12:00 PM (Noon) Eastern Standard Time are usually shipped the following business day. Business Days = Monday - Friday excluding holidays.

In unusual instances our Next-Day air rate, 2-Day Air rate, Canada Ground or Canada Expedited rate may not cover actual shipping charges. In those cases we will

try to contact you immediately to let you know your options and costs involved.

(Examples: shipping to Hawaii, Alaska, Puerto Rico, costal islands in and around the US, heavy urns, heavy vaults, flag cases, Canada, etc.) Orders going to areas outside the 48 contiguous States (lower 48) or orders requiring special delivery may also incur additional charges. If you have questions regarding shipping, please contact Customer Service at 1-888-525-5082



Shipping Carriers & Delivery Companies

We primarily ship via USPS Priority Mail® however we also ship via FedEx, UPS and DHL-Airborne Express when shipped outside of 48 contiguous States or when orders require special delivery.

Shipping to Canada

If you live in Canada and would like a shipping quote please call customer service – 1-888-525-5082. We are more than happy to discuss delivery transit times, carrier options, pricing, taxes, brokerage charges, etc., which will allow you to choose the best option to suit your needs.

Shipping Outside the US & Canada

International Shipping

International rate applies: \$30.00 We primarily ship via USPS Priority Mail International™ (6-10 Days) or First Class Mail international® however many of our products are shipped via FedEx, UPS and DHL-Airborne Express when shipped outside of 48 contiguous States or when orders require special delivery.

Treasured Memories, Inc. cannot be responsible for unanticipated shipper delays.

We will try to contact you immediately if your order is out of stock.

Holidays Observed

Treasured Memories, Inc. and most large shipping carriers (FedEx, DHL, USPS, UPS) observe the following holidays:

Orders will not be processed, shipped or delivered on these dates.

Thanksgiving Day	Labor Day
Day after Thanksgiving	New Year's Eve
Christmas Day	New Year's Day
Columbus Day	Martin Luther King Jr. Day
Memorial Day	Yom Kippur
Independence Day	

If you have any questions or need help, our Customer Care Specialists will be glad to assist you. Please call or email us today:

1-888-525-5082 | info@tmkeepsake.com