



REFUND POLICY

It is the policy of this funeral home to make refunds in full for any services or merchandise that have been canceled 24 hours in advance and not provided by this funeral home. Any services provided and any merchandise already delivered to the consumer can not be cancelled.

Refunds will be made to credit cards used or cash if paid in cash. Undeposited checks will be returned. If the check has been deposited, the refund will be made by check only after confirmation is received of the clearance of the check in our bank.

Privacy Notice

Last updated: November 23, 2021

Stephens Memorial Chapel, Inc. dba Stephens-Key Funeral and Cremation Care is committed to protecting your personal information. This Privacy Notice describes the personal information that we collect about you, how we use and disclose this information, and the steps we take to protect this information. For purposes of this Privacy Notice, "personal information" means any information that relates to you as an individual and could reasonably be used to identify you. This Privacy Notice applies to our collection and use of personal information through this website and any related websites, applications, tools, or platforms (the "Services"), as well as through any other means where a link or reference to this Privacy Notice is provided at the time of collection.