



COLE MONUMENT WORKS

MONUMENT ORDER TERMS & AGREEMENT



WHAT TO EXPECT AFTER YOU PLACE YOUR ORDER

1. Order & Delivery Timeline

Your monument will be ordered once the contract is signed. Due to high demand, delivery to our lot may take **up to 2+ months**, and production is currently backed up approximately **3 months**. Your contract timeline will reflect **280+ business days** from the date of signing.

2. Layout Approval Process

When your layout is sent to you, **please review it carefully for correct names, dates, and spelling**. The layout becomes the **final authority**, overriding details in the original contract if changes have occurred.

No monument will proceed into production without your signed approval.

3. Natural Stone Acknowledgment

These are **natural, God-made stones**, and as such, **minor blemishes or color variations** may appear. These imperfections are a natural part of the stone and are considered **“Kisses from God.”**

4. Production Order

Once we receive your signed layout and the monument is on our lot, **your order will be processed in the order it was received.**

5. Delivery Scheduling

When your stone is ready to be delivered, we will contact you **one day prior**. If you cannot be present, please **clearly mark the placement location** in advance.

6. Checking Your Order Status

Please wait at least **2 months** before calling to check the status of your order.

When you do call, have the following information ready:

- **Cemetery Name**
- **Purchaser's Name**

(If your monument is ready earlier, we will contact you.)

7. Cemetery Site Requirements

- If **dirt** is needed at the cemetery, it is the **customer's responsibility** to ensure it is there prior to delivery.
- If there is **existing coping, vault caps, ledgers, or monuments**, you must inform us in advance. **Additional fees** apply for removal, and if coping is present without notice, your stone will not be set, and **additional payment will be required** before rescheduling.

8. Refund Policy

Refunds will **not** be issued due to price comparisons elsewhere or failure to allow proper time for completion, as outlined in the contract.

I have read and understand I conditions (Signature)_____