**Q & A So….What happens next?**

1. **We will order the monument. May take up to 2+ months to be on our lot.**
2. **When your layout is approved, signed and returned to us…and the monument is on the lot….your contract will go in the order it was taken.**
3. **We are backed up approximately 3 Months. It will be on your contract for 280-+ business days from contract date.**

**Please be aware…we cannot promise or guarantee your monument will be ready any sooner. We will work hard to get your monument in the cemetery.**

1. **When you call to check on your order…please have the following information. Cemetery, Purchaser Name and Month ordered. However…please allow at least 3 months before calling to check the completion and delivery of the stone. There is no need to call sooner! If it is ready sooner…we will contact you!.**
2. **We will call you a day before to let you know we are coming. Please have place marked clearly if you are not able to meet.**
3. **We do not give refunds because you either find a monument cheaper or do not give us ample time as stated, signed and agreed to by you on this contract.**
4. **If there is a balance on your monument, the total amount *BEFORE* it arrives in the cemetery. To avoid the stone being removed, please remit before it arrives.**
5. **THIS CONTRACT DOES NOT INCLUDE DEATH DATES CUT AT A LATER TIME. NC law does not permit us to charge you now for a future date.**
6. **If dirt is needed at the cemetery…it is the responsibility of the customer to make sure that it is there when we get there.**
7. **Removing any existing Ledgers, Vault Caps or Monuments are the customer’s responsibility to let us know…and there IS a fee to remove these items.**
8. **If there is coping on your lot…we MUST know that in advance of your contract!! As that** **is not included and is an additional cost. Someone from our office will have to go meet you at the cemetery or you must provide photos of what is existing. We have no way of knowing what is on your lot….it is the customers responsibility to inform us. If we get to the cemetery and there is existing coping, your stone will not be placed and monies will need to be paid before we deliver. As coping has to be cut and dealt with.**

 ***\*\* I have received a copy and understand this information \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Signature Required)***