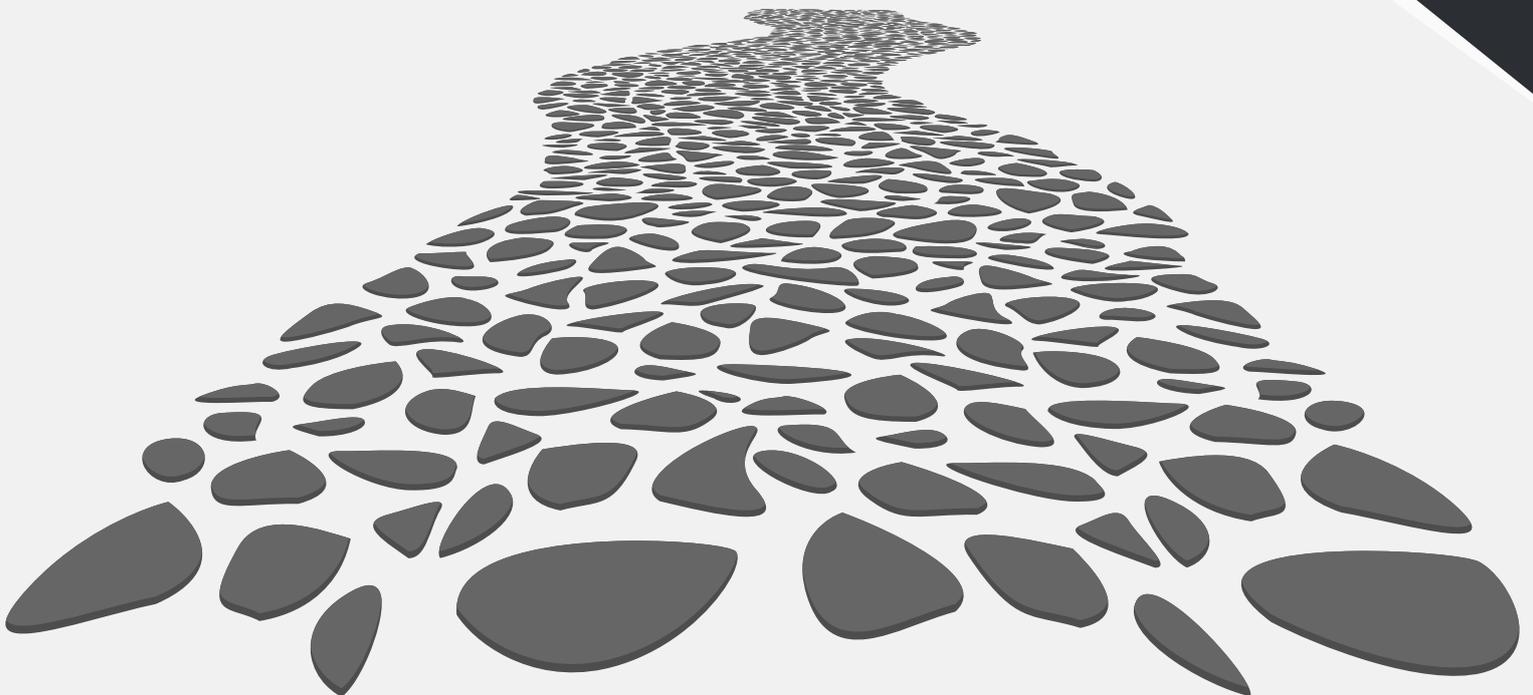




ORDERS & CANCELLATION POLICY

A guide for those involved with us.



Terms and Conditions – Booking and Cancellation Policy

1. Purpose

This policy outlines the terms and conditions for ordering a commemorative stone for the National Veterans Walk. By placing an order, you agree to these terms in full.

2. Order Accuracy

When placing your order, it is your responsibility to ensure that all details submitted are accurate and complete. This includes (but is not limited to):

- Full Name
- Initials
- Service Number
- Rank/Role
- Cap Badge or Regiment/Branch

Please check all spellings, numbers, and details carefully before submitting your order. The information provided will be engraved exactly as entered.

3. Purchase and Payment Options

All orders must be placed through our approved online ordering system.

We offer a range of secure payment options, including:

- Klarna – Pay in full or split your payment into instalments (subject to eligibility and Klarna's terms).
- Apple Pay
- Google Pay
- Credit or Debit Card via Secure Checkout

Payment (whether full or via instalments) must be confirmed at checkout before your order is processed.

4. No Refund Policy

Due to the personalised and engraved nature of each stone, we cannot offer refunds or replacements for errors resulting from incorrect information provided by the customer.

5. Reporting Errors

If you notice an error after submitting your order, please contact us within 7 days of purchase using the form on our Contact Us page.

- If you notify us within 7 days, and the engraving process has not begun, we will amend your details free of charge.
- If you contact us after 7 days, the change will be classed as a late amendment, and a full charge for a new stone will apply. This is due to supplier costs and material replacement fees.

6. Errors Made by Us

If a mistake is made on your stone due to our error, we will take full responsibility and arrange for a corrected replacement stone at no cost to you.

7. Natural Materials and Wear & Environmental Factors

These stones are produced from natural granite, which may contain inherent variations, including minor surface blemishes, colour variations, small pits, or naturally occurring markings. These characteristics are part of the natural appearance of the material and do not constitute defects.

We will not install any stone that we consider to fall below our quality standards. However, by placing an order, you acknowledge and accept that minor cosmetic variations or imperfections may be present due to the natural properties of granite.

As the stones form part of a public walkway, they will be subject to general wear and tear over time. This may include, but is not limited to, gradual surface wear, minor chipping, weathering, fading, or other changes caused by foot traffic, weather conditions, ground movement, cleaning processes, or other environmental factors.

We cannot accept liability for changes or deterioration that occur as a result of normal use, ageing, or environmental exposure after installation.

8. Acknowledgement

By placing an order, you acknowledge that you have read and understood this policy, and that the accuracy of the submitted information is your sole responsibility.



NATIONAL
VETERAN'S WALK