



3S Stone Monument and Cemetery FAQ

Q1: What types of monument and cemetery products does 3S Stone offer?

A1: 3S Stone offers monument and cemetery products made from granite and marble stone. The products include markers, custom dies and bases, sculpted, benches, columbaria, and mausoleums.

Q2: Who can purchase 3S Stone Monument and Cemetery products?

A2: 3S Stone monument and cemetery products are not sold directly to consumers. They are sold only to wholesale, distributor and retail businesses.

Q3: As a distributor or retail customer, how do I place my order with 3S Stone?

A3: To place a monument or cemetery product order, follow the below ordering process:

1. For first time purchases, complete the Manufacturing Contract, Terms and Conditions form and the Credit Application form.
2. Once approved, complete the Product Order form and provide any sample drawings or photos.
3. Upon receipt, 3S Stone will review your order and provide you with a quote within 48 hours .
4. CAD drawings of your products will be created for your review and approval.
5. Upon approval of CAD drawings, a Proforma Invoice will be sent to you that includes a down payment. This will be your order confirmation.
6. When the Proforma Invoice is approved and down payment is received by 3S Stone, production begins.
7. During the production process, 3S Stone will send you photos of your products for reference.
8. When your products are completed, packaging photos will be provided prior to closing the shipping container.
9. The remaining balance of your order is due upon product reaching shipping destination (FOB China).
10. Most orders will arrive within six to eight weeks from order confirmation.

Q4: Are there minimum purchase quantities of monument and/or cemetery stone product for an order?

A4: The minimum product quantity is determined by container-load (20-foot equivalent unit or TEU) order weight of at least 20,000 lbs. The maximum TEU weight shall not to exceed 38,000 lbs.

Q5: Upon inspection of products delivered, we found that some products were damaged or defective. What is the process to resolve these damaged/defective products?

A5: If any of the products were damaged while in transit (FOB China), 3S Stone will make appropriate adjustments to your order to ensure you are completely satisfied. These adjustments may include a price reduction/refund, replacement product shipped with next order, etc.

Q6: If I have any questions or concerns about 3S Stone products or my order, who shall I contact?

A6: Contact your Sales Account Representative, email us at sales2@3ssplendidintl.com or call us at 253.813.5692.

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