

Bring this page with you when purchasing a memorial.

As a memorial customer I have the right to...

- Expect my memorial to be backed by a written meaningful warranty. This warranty should protect against cracking, and changes in lettering appearance over time.
- Choose a warranty that is backed by irrevocable trust. This ensures my memorial's warranty is effective for generations to come.
- Demand top quality available granite. Not second grade quality granite, craftsmanship or poor contrasting colors.
- Have a knowledgeable and experienced memorial consultant that listens to my needs and wants. Not a consultant who pushes me into a purchase I am not ready for, or one that is more than I can afford.
- Receive an honest estimated time frame for the entire process through to the setting of the memorial at the cemetery.
- Be able to see and approve a computerized layout of my memorial before production, to ensure there are no surprises once the monument is placed at the cemetery.
- A consultant who is knowledgeable of the area's cemeteries and their regulations, and who will complete and submit any and all permit forms and affidavits needed on your behalf.
- Expect that my engraving be free of black or white paint. I understand that painting letters is a shortcut that will not withstand the test of time.

**Be sure your monument company is working with your
best interest in mind.**