

Terms and Conditions

Welcome to Stone Headstones Limited. These terms and conditions ("Terms") govern the provision of our headstone services ("Service"). By placing an order with us, you agree to be bound by these Terms. Please read them carefully before proceeding.

1. Order Process and Timelines

- a. **For In-Stock Headstones:** Allow 2 months for completion and an additional 2 months for shipping, provided wording and photographs are provided.
- b. **For Custom-Designed Headstones:** Allow 5 months for fabrication and an additional 2 months for shipping.
- c. **Permit Applications:** All permit applications require the Burial Right Holder's signature and a copy of the Burial Rights Certificate at the time of ordering.

2. Order Placement

- a. **Step 1: Place Your Order with a 30% Non-Refundable Deposit.**
- b. **Step 2: Submitting Photographs:** Please allow a minimum of 1 month for processing photographs into a photo ceramic. Urgent surcharge fees apply if photos are provided with less than 6 weeks' notice. Custom Permanite Plaques take 4-6 weeks to be made.
- c. **Step 3: Providing Wording:** Kindly provide wording a minimum of 2 months before unveiling, shipping, or collection. Draft layouts will be provided for approval, with up to 5 amendments included. Subsequent amendments will incur a \$50 fee per amendment. Customized artwork requires 2 months before the headstone is needed and is priced separately.
- d. **Step 4: Final Layout Approval and Payment:** Final layout approval and 50% payment are both required 1 month before unveiling, shipping, or collection.
- e. **Step 5: Final Balance:** The remaining balance must be paid 1 week before unveiling, shipping, or collection.
- f. **Step 6: Headstone Delivery:** The headstone is then installed, delivered for shipping, or can be picked up.

3. Additional Services and Charges

- a. **Installation of Berm:** Starting from \$499 per plot (if required).
- b. **Removal of Existing Headstone:** Starting from \$300. Headstones will be disposed of 1 month after removal if not collected.
- c. **Custom Designed Coloured Granite Headstones:** 50% payment required 5 months before needed.

4. General Terms

- a. **Completion and Payment:** All headstone orders must be paid in full prior to pick-up or installation.
- b. **Shipping Delays:** Shipping delays are beyond our control. Please allow for potential delays in your planning.
- c. **Shipping Waybill:** Available after the ship departs from the Port of Auckland.