

# Tingley Monuments

Since 1846

## TERMS AND CONDITIONS

### PERPETUAL WARRANTY OF QUALITY

- The monument is made from the finest and best quality granite in the world.
- The following are not covered by this warranty: metal vases, marble statues or paint applied to the monument.
- No colouring matter or injurious materials were used in obtaining the highly polished mirror-like finish of the granite in the monument.
- In the event of a quality issue, Tingley Monuments will repair or replace at no charge.
- The monument must be paid in full with no outstanding balance owed to Tingley Monuments Ltd.

**LEVEL MAINTENANCE** -In the unfortunate event that the monument should tip or come off its base, Tingley Monuments will re-level and re-seal it during the next scheduled visit to that area at no charge for 2 years.

- Monument must have been placed on a foundation installed by a Tingley Monuments employee or certified sub-contractor.
- Monuments placed on foundations from another party do not qualify.
- In the event the monument has tipped due to an act of vandalism, it will not qualify. (see vandalism insurance below)
- In the event the ground was disturbed by the excavation of the lot after the monument was installed, the free re-level will not qualify.
- The monument must be paid in full with no outstanding balance owed to Tingley Monuments Ltd.

**VANDALISM INSURANCE** - In the unlikely event that the monument is vandalized, Tingley Monuments Ltd. will repair or replace the monument for a period of up to 2 years at no charge.

- The customer shall first seek compensation from their personal home or cemetery insurance coverage against such acts. In absence of coverage from these sources, Tingley Monuments' Vandalism Insurance shall then come into effect.
- Damage caused by a cemetery employee or someone working on the behalf of the cemetery shall not be considered an act of vandalism, but an accident which would be the responsibility of the cemetery.
- The incident must be reported to the police and a copy of the official police report will be required by Tingley Monuments with any claim.
- In the event that a suspected offender is identified by the police, and the client chooses not to pursue charges to recover the cost of the damages, Tingley Monuments may seek reimbursement from the client. In the same event, where the client pursues charges and recovers the cost of the loss, Tingley Monuments will be reimbursed from the client.
- No changes will be permitted to the original design for replacement monuments.
- Tingley Monuments reserves the right to rescind insurance in lieu of pricing concessions.
- The monument must be paid in full with no outstanding balance owed to Tingley Monuments Ltd.

**Customer Name:** \_\_\_\_\_

**Order #:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Agent Signature:** \_\_\_\_\_



**Tingley**  
**Monuments**  
*A Division of MGI*