

PURCHASE TERMS

For these terms, **Serenity Stone and GraveMarkersUSA.com** are collectively referred to as “Serenity.” By checking the agreement box and submitting an order, you acknowledge that you have read and agree to these Purchase Terms and the applicable Pickup or Shipping Terms.

ARTWORK, PAYMENT & DEADLINES

A minimum **\$50 non-refundable artwork deposit** is required before custom artwork, layouts, or proofs are provided. This deposit is credited toward your memorial purchase and includes **1 design proof and up to 2 revisions**. Additional revisions are \$40 each.

The memorial must be **paid in full before engraving is completed**. Customers have **30 days to pay the balance and approve the design** or the stone reservation is forfeited. Any remaining purchase credit is forfeited after 6 months.

ALL SALES AND ARTWORK DEPOSITS ARE FINAL. NO REFUNDS WILL BE PROVIDED EXCEPT AS REQUIRED BY LAW.

CEMETERY REQUIREMENTS & PROOF APPROVAL

The customer is responsible for confirming all cemetery requirements before ordering, including memorial size, granite color, style, foundation requirements, and restrictions. Serenity is not responsible for costs resulting from incorrect or incomplete cemetery information provided by the customer.

Upon request, Serenity can verify cemetery requirements for **\$100/hour, \$20 minimum per call**.

PLEASE CAREFULLY CHECK ALL NAMES, DATES, SPELLING, PUNCTUATION, NUMBERS, ARTWORK, PLACEMENT, AND OTHER DETAILS BEFORE APPROVING YOUR FINAL PROOF.

Once approved, the customer is responsible for errors appearing on the approved proof. Reproduction resulting from a customer-approved error will be charged at full price. All approvals and changes must be made in writing or electronically.

MATERIALS, PRODUCTION & ARTWORK

Granite is a natural material. **Color, shade, pattern, mineral deposits, fissures, and other natural characteristics will vary and are not necessarily defects**. Minor variations may also occur between digital proofs and finished engraving.

Estimated production for in-stock memorials is generally **6–8 weeks after required payment and final design approval**. Production and completion dates are estimates and are not guaranteed. When available, rush production may be offered for an additional fee of at least 30%.

Artwork and layouts created by Serenity remain its property and may be retained and used for portfolio, display, promotional, or advertising purposes.

PRIVACY & FUTURE SERVICES

Serenity will discuss order details **only with the customer who placed the order.**

Serenity will **not sell, rent, or trade customer information or share it with third parties for marketing or commercial purposes.** Information may be used as reasonably necessary to process payments, fulfill orders, arrange shipping, provide requested services, or comply with law.

Future engraving—including additional dates, inscriptions, or emblems—is **not included in the original purchase price** and will be priced when requested.

CUSTOMER ACCEPTANCE

By checking the agreement box during checkout and submitting your order, you acknowledge that you have **read, understand, and agree to these Purchase Terms and the applicable Pickup or Shipping Terms.**