

SHIPPING TERMS

Serenity **does not personally deliver or install memorials**. When shipping is selected, Serenity will arrange the best reasonable shipping method available when the memorial is ready, considering its size, weight, destination, available carriers, cost, and safe transportation.

The customer is responsible for applicable shipping charges and for providing **complete and accurate delivery and receiving information**. When required, the customer must provide a person or facility capable of receiving the memorial and any applicable receiving hours or restrictions.

Carrier availability, transit times, and delivery dates vary. **Serenity does not guarantee carrier transit or delivery dates.**

Serenity will take reasonable care in preparing the memorial for shipment. The customer or receiving party must **promptly inspect the memorial upon arrival and document visible shipping damage whenever reasonably possible**. Damage should be photographed and reported to Serenity as soon as possible so Serenity can assist with the carrier or freight claim.

Serenity is not responsible for damage occurring **after the memorial has been successfully delivered to the designated destination**. Any Serenity warranty is limited to Serenity's own workmanship and manufacturing quality.

By selecting shipping and completing your purchase, you agree to these Shipping Terms.