



Unit 3, 177 Arthur Street Rookwood NSW 2141

Tel: 02-97466966 Fax: 02-97465966

[www.johnstonemartmemorials.com.au](http://www.johnstonemartmemorials.com.au)

**Sales Order/Quotation\*** done by: \_\_\_\_\_ Date: \_\_\_\_\_

How did you hear of us ☐ Website ☐ Newspaper ☐ Pass by ☐ Referral ☐ Others \_\_\_\_\_

Client name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Mobile: \_\_\_\_\_

Deceased Name: \_\_\_\_\_

Cemetery: \_\_\_\_\_ Location: \_\_\_\_\_

Funeral Service provider \_\_\_\_\_

**Dear customer,**

Thank you for giving us this opportunity to quote you on your monument requirements. Upon signing this contract, you will be provided with the following:

- 1) Monument quotation cover sheet
- 2) Contract terms and conditions
- 3) Monument order detailed design and colour requirements
- 4) Monument order service and accessory list

Please note delivery time from placing your order as well as providing inscription draft is **12 weeks plus approximately 1 to 8 weeks** to arrange installation & special accessories.

**Payment Terms:**

- 1) **50%** of total order value upon signing this contract, with your inscription requirement
- 2) **50%** of total order value before the installation

**Note:**

- 1) ***All monuments remain the property of Stonemart Group Pty Ltd until the final payment is made***
- 2) *If the engraved inscription has any mistakes (such as grammar, spelling, etc) and you have signed the inscription proof/demo sheet, the responsibility is on you, the customer. We are not liable for the cost to correct any mistakes.*
- 3) *Natural stone is subject to variation. Neither uniform tonality nor veining can be guaranteed. Before installation, we recommend customer to view and approve the job done. Should outside crane hire be required for installation due to difficult site conditions, extra charges will be incurred by the customer*

I hereby confirm my order and agree to the terms and conditions.

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

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

**Total Order Value:** \_\_\_\_\_ **Deposit 50%:** \_\_\_\_\_ **Balance 50%:** \_\_\_\_\_

\* Quotation may vary after 30 days

# Stonemart Group Pty Ltd Sales Terms and Conditions

## 1. Payment term:

- a) 50% of total order value as deposit upon signing the contract
- b) 50% of total order value as final payment before installation

## 2. Delivery schedule ....

- a) Delivery time from placing your order is **12 weeks** plus approximately **1 to 8 weeks** to arrange installation
- b) 1st week, after the 50% deposit, we will submit a drawing with all details for your monument and apply for cemetery permit. Meanwhile, please provide us with the inscription requirement, and high resolution photos for ceramic photo production
- c) Within the 2<sup>nd</sup> or 3<sup>rd</sup> week after cemetery has granted the permit, we will send your order to our factory for production.
- d) In 10 or 12 weeks, when monument has arrived to our warehouse, the inscription will be engraved onto the stone. You will be required to check the finished inscription, and then make the 50% balance of payment
- e) Upon receipt of your 50% final payment, please allow us 2 to 3 weeks to arrange installation and organize any monument accessories to be put on
- f) After installation, please inspect out our work at the cemetery and the keys (if any, for the monument metal doors) will be given to customer after final payment is received by Stonemart

## 3. Potential delays of delivery schedule

- a) Stonemart Group Pty Ltd will not be liable for any delays caused by customer
- b) Stonemart Group Pty Ltd will not be liable for any delays beyond Stonemart's control (such as industrial strikes, natural disasters, custom inspections, etc)
- c) In case of any miss-hap whilst in transport, Stonemart Group Pty Ltd will be liable to re-order or replace broken monument pieces only

## 4. Additional terms and conditions

- a) Should outside crane hire be required for installation due to difficult site conditions, extra charges will be incurred by the customer
- b) Any cost incurred during recovery of any due and unpaid balances shall be borne by the related customer
- c) **All monuments remain the property of Stonemart Group Pty Ltd until the final payment is made.**

## 1. Monument Warranty

- a) 24 months for the stone.
- b) 10 years for workmanship.
- c) If the monument is tampered by any unauthorized party, the warranty becomes void.

## 2. Natural granite colour and shade variation

- a) Natural stone is subject to variation. Neither uniform tonality nor veining can be guaranteed. Clients review and approval of stone prior to installation is recommended.
- b) Claims relating to dissatisfaction with shade and veining variation after installation are not acceptable

## 3. Early Termination Of Contract

If you, the customer decides to terminate the contract before job completion, you are entitled to a refund after deducting all the expenses incurred by Stonemart Group Pty Ltd that went towards processing your monument order. For example, cemetery permit, photo, monument plans, inscription plans, granite ordered from overseas, etc

## 4. Storage Fees

When you have checked the engraved inscription on your monument in our yard, and it's all correct, you need to pay the balance of payment so we can book it in for installation. If you take longer than 60 days to make the balance of payment, you will incur storage fee which shall be added to your invoice. Should there be any further delays, your cemetery permit may expire. You will then have to re-apply and pay for a new cemetery permit.

## 5. Copying Monuments

Monument design requested by customers to be duplicated (eg: from one seen at a cemetery) will never be exactly the same as the original as most monuments are hand carved from natural stone.

# MONUMENT REQUIREMENTS

Who Originally Purchased The Plot: \_\_\_\_\_

☐ Full Concrete Section      OR      ☐ Needs Foundation:

**Copying Another Monument?**      ☐ Yes (Inform Customer that it will never be 100% same as original)

## MONUMENT TYPE

☐ LAWN      ☐ SINGLE      ☐ DOUBLE

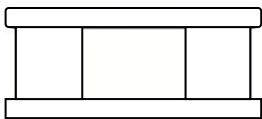
Style: \_\_\_\_\_

## LEDGER STYLE

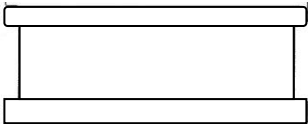
☐ FULL BULLNOSE      ☐ HALF BULLNOSE      ☐ SQUARE  
☐ BEVELLED      ☐ SET IN FROM KERB      ☐ OTHER

## FRONT KERB STYLE

☐ OPEN



☐ CLOSED



Stone colour selection:

Ashlar \_\_\_\_\_

Kerb \_\_\_\_\_

Ledger \_\_\_\_\_

Base \_\_\_\_\_

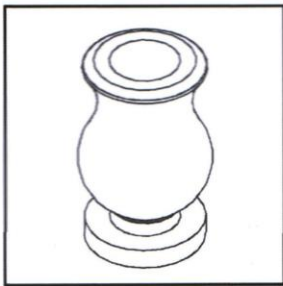
Headstone (or Centre Pillar) \_\_\_\_\_

Wings \_\_\_\_\_

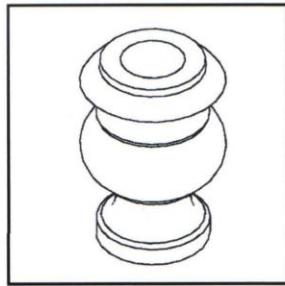
Pillars (O.G.) \_\_\_\_\_

Remarks \_\_\_\_\_

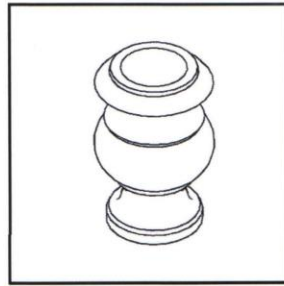
\_\_\_\_\_



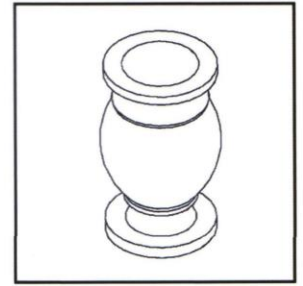
A01 300X180X180 J-MS-AC-001



A02 260X180X180 J-MS-AC-002



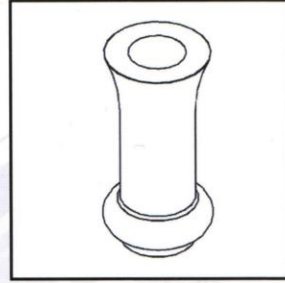
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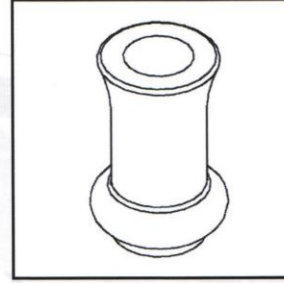
A05 200X125X125 J-MS-AC-004



A06 250X160X160 J-MS-AC-005



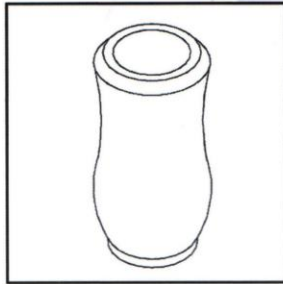
A07 300X144X144 J-MS-AC-006



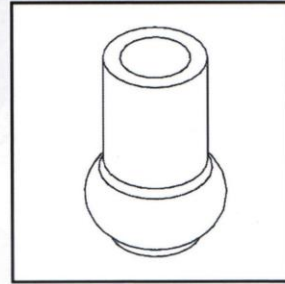
A08 300X196X196 J-MS-AC-007



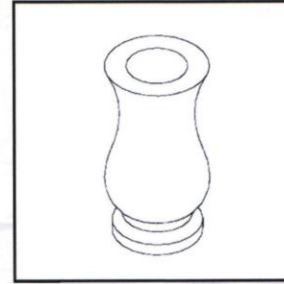
A09 250X123X123 J-MS-AC-008



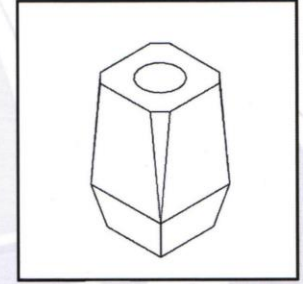
A10 300X150X150 J-MS-AC-009



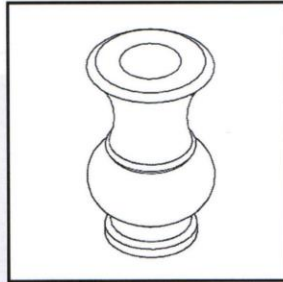
A11 300X190X190 J-MS-AC-010



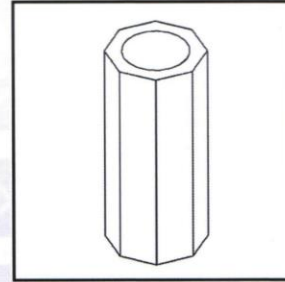
A12 325X170X170 J-MS-AC-011



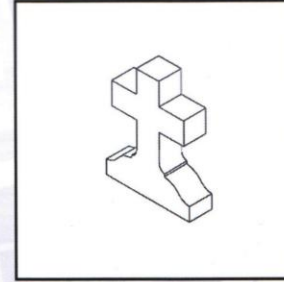
A14 280X150X150 J-MS-AC-012



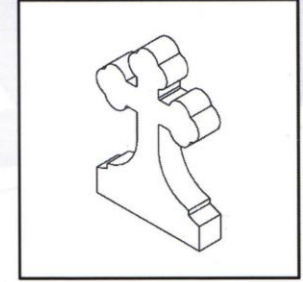
A15 270X165X165 J-MS-AC-013



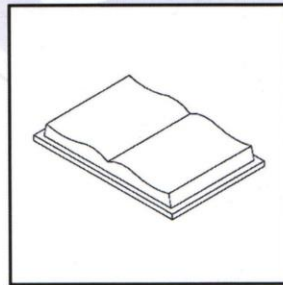
A16 330X150X150 J-MS-AC-014



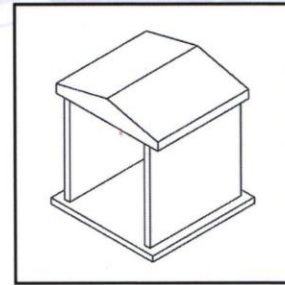
B01 240X185X50 J-MS-AC-301



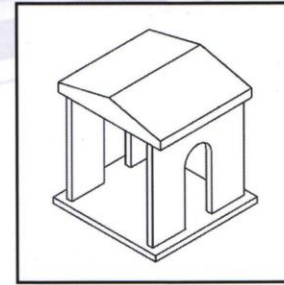
B02 350X240X50 J-MS-AC-302



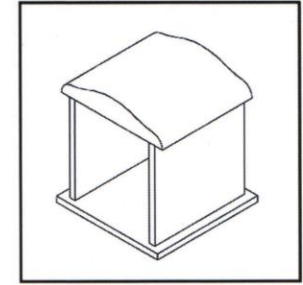
BOOK 600X400X80 J-MS-AC-101



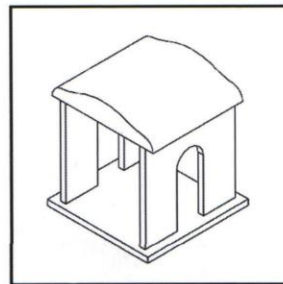
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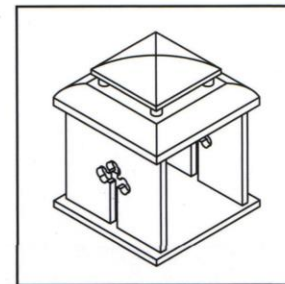
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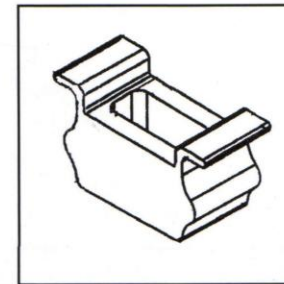
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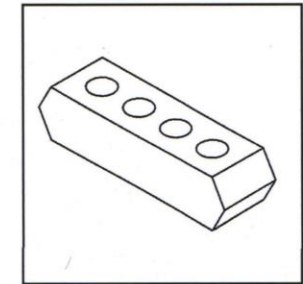
CANDLE BOX 426X380X380 J-MS-AC-204



CANDLE BOX 380X380X485 J-MS-AC-205



INSENCE POT 230\*100\*130 J-MS-AC-016



FLOWER BOX 630X170X150 J-MS-AC-015

## ACCESSORIES

- ☐ Vase or ☐ Hole Qty \_\_\_\_\_ Style number \_\_\_\_\_ Stone \_\_\_\_\_  
☐ Flower Box Qty \_\_\_\_\_ Style number \_\_\_\_\_ Stone \_\_\_\_\_  
☐ Incense Holder Qty \_\_\_\_\_ Style number \_\_\_\_\_ Stone \_\_\_\_\_  
☐ Book with wedge Qty \_\_\_\_\_ Style number \_\_\_\_\_ Stone \_\_\_\_\_  
☐ Candle Box Qty \_\_\_\_\_ Style number \_\_\_\_\_ Stone \_\_\_\_\_  
☐ Door - Candle Box Finish - ☐ Chrome ☐ Black with Clear Perspex  
☐ Door - Headstone Finish - ☐ Chrome ☐ Black with Clear Perspex  
☐ Door - Kerb Finish - ☐ Chrome ☐ Black with Black Perspex  
  
☐ Etched Photo - Size \_\_\_\_\_  
☐ Photo - Size \_\_\_\_\_ ☐ Oval ☐ Rectangular  
☐ Frame - ☐ Plain Shape ☐ Ivy Shape ☐ Bronze Color ☐ Chrome Color ☐ Shiny Gold Color ☐ Other \_\_\_\_\_  
☐ Religious Statue - ☐ White Marble ☐ Bronze ☐ Gold Polyresin ☐ White Polyresin ☐ Jesus ☐ Mary ☐ Angel  
☐ Religious Statue Size \_\_\_\_\_ Qty \_\_\_\_\_ Style No \_\_\_\_\_  
☐ Lantern - Size \_\_\_\_\_ Style No \_\_\_\_\_ ☐ Bronze ☐ Black ☐ Chrome ☐ Granite  
☐ Cross - Size \_\_\_\_\_ Style No \_\_\_\_\_ ☐ Bronze ☐ Chrome  
☐ Altar - Stone \_\_\_\_\_  
☐ Other \_\_\_\_\_

## INSCRIPTION

English Inscription Number of letters: 200

Over 200 letters will be charged at a cost of \$3.50 per letter

Asian Inscription - ☐ Single ☐ Double

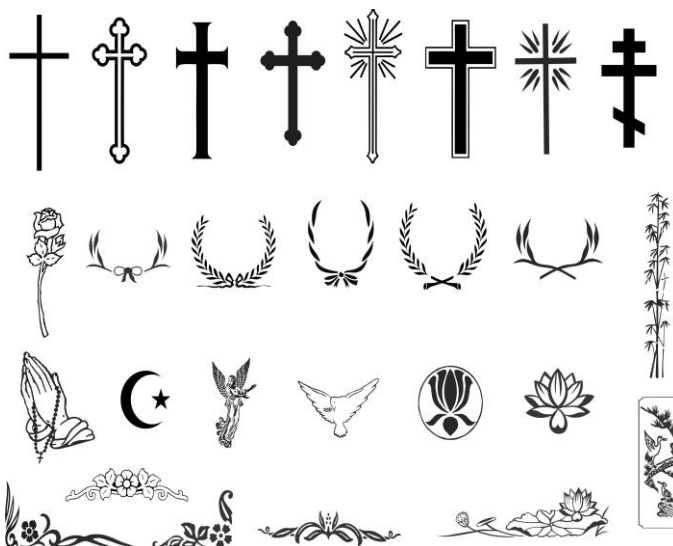
Placement of inscription - ☐ LHS ☐ RHS ☐ Centre

Color of writing - ☐ Gold ☐ Silver ☐ Other \_\_\_\_\_

☐ Cross ☐ Wreath ☐ Flower ☐ Emblem

☐ Headstone border line

☐ Other



## SERVICES

☐ Foundation

☐ Installation

☐ Crane Hire

☐ Cemetery Fee

☐ Soil and ☐ Pebble (For Open Ledger Only)



## MONUMENT CLEANING RECOMMENDATION

1. If you intend to wash your monument, please only use clean water with a clean cloth or sponge. That's it. (We advise against using any detergents, especially citrus and acid based detergents)
2. When washing the Headstone, please be very gentle when washing around the inscription area. DO NOT scrub hard - you may degrade or remove the colour on the writings
3. If you wish to seal the stone, we recommend that you first consult a professional and enquire on suitable granite sealers. Never use any chemicals that you are unsure of unless you are prepared to take your own risks
4. On very hot days (eg. 35 degrees or above) and to avoid cracks appearing onto the stone, please do not use COLD water to wash the monument

If you follow our recommendations as above,  
Your Monument should be nice and clean.

Thank you.

Stonemart Group Pty Ltd