

NATURAL STONE AND WARRANTY

Stone is a natural solid formation comprised of minerals. Thousands of stone types, including granite and marble, have been quarried for centuries from locations worldwide. Stone has unique natural veining, pitting, fissures, micro cracks, and color variations including patterns, markings, and darker or lighter spots, which are all natural characteristics of stone. **Characteristics are not to be considered deficiencies or faults.**

At Kootenay Granite we provide some of the finest quality granite and marble. We guarantee that the stone will not crack or disintegrate when exposed to the outside elements. We also guarantee the methods used to carve the designs and lettering into the stone will remain legible indefinitely, providing that the approved techniques of engraving have been used (see section on engraved lettering).

Please be advised that certain techniques used to engrave designs are restricted to different rock colors (see section on etching).

What We Do Not Cover

Kootenay Granite does not cover the following:

- The legibility of the non-guaranteed design engraving techniques
- The legibility of the non-guaranteed lettering engraving techniques
- Paint added to the lettering or design
- Damage caused by cemetery employees, vandalism, or damage not considered being defects in the material and/or workmanship.
- Accessories not supplied by Kootenay Granite
- Any additional work done that was not purchased through Kootenay Granite at the time of original purchase. This will nullify the granite and marble guarantee.

What We Do Cover

Kootenay Granite does cover the following:

- The cost to repair or replace due to a manufacture defect.
- Removal, transportation, and re-installation of the purchased item.

INSTALLATIONS AND FOUNDATIONS

The following information guarantees only installations completed by Kootenay Granite.

- **ALL concrete foundations** under monuments or markers are guaranteed against material and workmanship defects. They will not crack or deteriorate for a period of 5 years from the date of purchase.
- **Granite foundations** are guaranteed that they will not crack or disintegrate from any elements, in any season or climate that it is placed. **(Please note, not all cemeteries allow granite foundations.)**

Granite foundations are made of natural stone and will have imperfections such as small chips and grain variations, which will not affect the durability of the stone.

- **If concrete or granite foundations need to be re-leveled at any time**, it will be done at the customer's request for NO CHARGE in the first 5 years from the date of purchase.

After that time, re-leveling will be done at the customer's expense. If the concrete border around the flat marker or monument foundation is cracked or deteriorated, it must be replaced before it can be re-leveled. However, it must be replaced at the customer's expense.

- For **attachments** or any accessories that come loose, they will be remounted at no charge to the customer for the first 5 years. After that, re-attaching will be at the customer's expense.

ENGRAVED LETTERING

All engraving techniques stated below are guaranteed to be legible and last a lifetime under all outside elements. However, if you request to have painted letters, the paint **will fade** and is **not guaranteed** to last a lifetime.

SANDBLAST SKIN-LINE LETTERS

Rather than sandblasting the letters into the surface of the stone, sandblast skin-line letters are “etched” onto the stone. The purpose for skin-line letters is to produce contrast between the polished finish and reflect as much light as possible.

SANDBLAST SKIN-CUT LETTERS

Skin-cut letters are slightly deeper than the skin-line lettering. We recommend this technique on darker polished stones. Once again, this technique is used to reflect as much light as possible.

SANDBLAST U-ROUND LETTERS

U-round letters are exactly what they sound like. They are blasted into the stone in the shape of a U.

SANDBLAST V-CUT LETTERS

This technique is one of the most popular in the monument industry. It is typically used on lighter color stones to create a shadow. The shallower the cut, the less shadow it has. On lighter stones, the goal is to achieve enough shadow for the letters to show up. It is better to use skin-line, skin-cut, or U-round letters when blasting letters into a black polished stone.

RAISED LETTERS

Last but not least is the technique of using raised letters. To achieve this look there needs to be a back foundation, like a panel, to sandblast lower than the letters.

All the techniques mentioned above were created to last a lifetime. If you would like painted letters when the piece is in production there is no added charge, however, we **do not** warranty paint.

ETCHING

At Kootenay Granite we use a machine called an Impact Etcher. Unlike the Laser Etcher, the Impact uses a diamond tip needle that physically removes the stone as it's etching, creating a longer-lasting finish. If you have a picture that cannot be sandblasted due to the fine detail, we recommend etching. For the best outcome, all etchings from Kootenay Granite are restricted to a black stone.

Some of the benefits of getting an Impact etching are:

1. Images are brighter
2. Images with fine details can be used
3. Pictures are permanently etched in stone

Please be advised of the following when considering an etching:

In regards to all etching techniques, etchings are illegible when wet and therefore **will not** be as prominent as when stone is dry. For this reason, etchings are not recommended on flat markers.

MEMORIAL PHOTOS

If you are considering a porcelain ceramic photo for your loved one, Kootenay Granite recommends a Steel photo as an alternative. Steel photos are similar in price, but provide better durability and quality. Also, with any order of a Steel photo, a complimentary online memorial web page is provided by AdmiredLife for you to tell the story and share the memories of your loved one.

When ordering a Steel photo, we recommend using a high-resolution photograph. The produced image can only be as good as the image you provide. If you are emailing a photo we recommend scanning the image at a minimum of 300 DPI. If you do not have the option of emailing, you can drop your photo off at Kootenay Granite and we will scan the image for you. Once we have a copy of the photo, we will send it away to be produced.

Online Memorials

The AdmiredLife online memorial allows your family to easily create a secure Internet presence for your loved one. It's a chance for you and your family to share the story of your loved one across distances. You can share their life story and obituary accompanied by photos, memories, links, and the burial location.

Memorial Portrait Warranty

At Kootenay Granite the memorial portraits that we provide are guaranteed against any defects in quality and craftsmanship for the lifetime of the attached memorial. They are guaranteed to not fade or deteriorate against harsh outdoor elements. If, however, the picture does fade or show signs of poor manufacturing, Kootenay Granite will replace it at no charge. A picture of the defect on the portrait **is required** in order to receive the replacement. The defective portrait must be returned to Kootenay Granite when the replacement portrait is installed.

BRONZE CEMETERY MARKERS

Each bronze item that you purchase has been carefully crafted. Bronze memorials are made from a bronze alloy and contain a large percentage of copper. In order to protect the copper from exposure to the oxygen in the atmosphere, a protective coating is applied. As time goes on and the bronze is exposed to the oxygen, the protective coating will wear off and allow the natural darkening to occur. For this reason, Kootenay Granite cannot guarantee the finish on bronze products.