

QUALITY



ASSURANCE

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Are members of the NATIONAL ASSOCIATION OF MEMORIAL MASONS

Your Guarantee of Service and Craftsmanship

The aforementioned firm of Memorial Masons (the Seller) guarantees that the memorial supplied by them is of good workmanship and sound materials in compliance with the National Association of Memorial Masons Code of Working Practice and BS8415 current at the time of its installation.

Customer name:.....Ref no:.....

Memorial locationPlot no:.....

The Seller further guarantees that subject to conditions 1 to 5 as below, that should the memorial as referenced in this guarantee prove to be faulty in workmanship or material within **10 years** of the memorial being fixed in the cemetery, or churchyard, the **Seller** will make it good or if this is not possible, replace it without any expense to the purchaser.

CONDITIONS

1. As natural materials vary from time to time in colour and texture this guarantee relates only to the type and soundness of the material and not to its colour or texture.
2. This Guarantee shall not apply to any painting or gilding on the memorial.
3. This Guarantee shall not apply to any damage caused by any third party for any reason and shall have become invalid if the memorial is removed or disturbed or otherwise worked upon by anyone other than the Seller.
4. This Guarantee applies only where an order clearly stating the type of material, the finish, the dimensions of the memorial and the full text of the inscription has been approved and signed by the purchaser and acknowledged by the Seller.
5. If any dispute should arise between purchaser and Seller in regard to products or services indicated by reference in this guarantee, the Seller agrees to abide by the rulings of the Conciliation and Arbitration Service which is freely provided by the National Association of Memorial Masons.

**In addition, the Seller commits to abide by the following principles which form the basis of the
National Association of Memorial Masons Code of Good Business Practice:**

- To strictly observe the confidence of customers at all times.
- To manage business affairs in such a way as to ensure that any contract entered into can be honoured.
- To ensure that the quality of products, services and guarantees are consistent with any representations made to the client.
- To maintain fair prices for products and services.
- To ensure that advertising is in good taste and not misleading.
- To keep abreast of all matters affecting the trade, such as cemetery regulations, skills, products and services and to advise our clients accordingly.
- To never knowingly conduct ourselves in such a manner as to prejudice our own professional standing or that of our Association.
- To abide by the National Association of Memorial Masons' Code of Ethics.

Signed on behalf of the Seller

Date

National Association of Memorial Masons
1 Castle Mews · Rugby · Warwickshire · CV21 2XL
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Email: Admin@namm.org.uk

*This Guarantee is in addition to, and not in lieu of, any statutory
or common law rights vested in the purchaser.*