

Twin Rocks Undersea Memorial Policy and Procedure Statement

Placement

If for any reason Twin Rocks Undersea Memorial is unable to deploy a scheduled monument placement at a committed time, Twin Rocks Undersea Memorial will reschedule that placement within a reasonable period of time. Twin Rocks Undersea Memorial will be responsible for any additional costs associated with the new scheduled placement, for the *actual placement*. However, Twin Rocks Undersea Memorial is not responsible for any charges and/or fees associated with family and other attending costs, such as, but not limited to, hotel rooms, gas/fuel, airline tickets or fees, charter boats and/or meals associated with the delay.

Monument Movement and Research

Twin Rocks Undersea Memorial has carefully researched and designed our unique monument shape to be the most reliable and stable monument available, anywhere in the world today. Twin Rocks Undersea Memorial will make every reasonable effort to place the monuments so that they will not be affected by storms and/or the impact of boating activities. Under no circumstances will Twin Rocks Undersea Memorial be responsible for any damage or relocation of monuments caused by acts of man, nature, storms, or maritime accidents. From time to time, Twin Rocks Undersea Memorial will, at its own cost, hire divers and/or allow researchers to access our placement sites to inspect sea life activity. This information may or may not become public. During this research, monuments will not be disturbed and will be treated with dignity and respect at all times.

Interment and multiple sets of remains

Twin Rocks Undersea Memorial permanently interments and will accept multiple sets of remains for interment into a single monument under the following conditions:

- a. A maximum of 4 (four) sets of cremated remains may be interred into one monument. Cremated pet remains may be interred with family remains, at the request of the family. Each set of pet remains will be considered as 1 (one) family member. *Current pricing reflects placement at our Signature Twin Rocks placement only.* While other placement sites are available, additional travel/location fees will apply.
- b. Multiple interments must be performed at one time, *at the time of crafting.* We cannot store remains in waiting.
- c. An additional fee for handling multiple sets (beyond 4 sets) of remains may be charged, at the discretion of Twin Rocks Undersea Memorial.
- d. There may be limitations as to the names included on any plaques attached to monuments.
- e. Any special requests beyond the standard arrangement for the monument may incur additional fees.
- f. Cremated remains are interred permanently and cannot be retrieved. Additionally, monuments are always placed permanently and will not be moved intentionally. GPS locations will be provided to the family for reference.

Scheduled Timeframes

Twin Rocks Undersea Memorial will make every effort to assure timely crafting and placements of all monuments. It is understood that these monuments are handcrafted construction projects that can be delayed by material availability, weather, vessel and crew availability and/or other factors beyond our control.

Broken Monuments

Rarely, monuments break as they are crafted or during transportation. In the unlikely event this should happen, Twin Rocks Undersea Memorial will, at its expense, recast the monument or repair the monument, at its option.

Payment

Payment in full is required before crafting and/or placement of any monument. Because each monument is handcrafted at the time of need, personalized and may (or may not – in the case of a “Dedication” monument where no remains are interred), contain permanently interred cremated remains, the full purchase price is non-refundable.

PLEASE NOTE: *Twin Rocks Undersea Memorials Policies and Procedures are subject to change without notice.*
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