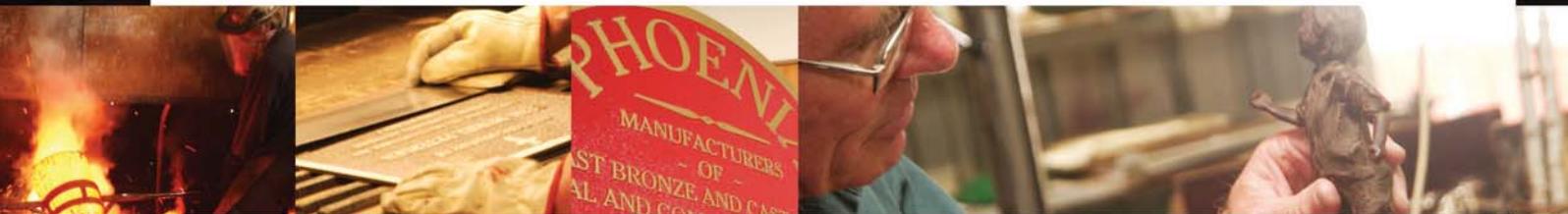


HELPFUL HINTS



> **RESTARTS**

Charges may apply if changes are made to a plaque once production has commenced.

> **APPROVAL**

All Memorial Plaques to be installed in public venues require permission from the local Council to ensure they meet standard requirements. These requirements may relate to any number of elements such as size, colour or fixing system etc. and will vary according to the type of memorial required for example burial, cremation or garden etc.

> **FIRST FLAT MOTIF FREE**

When you order a plaque through Phoenix Foundry we offer you either 1 free Flat Motif with a standard border OR a free sculptured border.

> **LETTER CHANGES**

Individual letters or numbers may be changed on a finished 'cast' plaque however, a number of elements need to be considered. Will the change fit into the existing space? This relates mainly to spelling or name changes, dates usually don't present a problem.

> **RETRO FITTED MOTIFS**

Any individual motif can be purchased for attachment to an existing plaque. The method of fixing should be discussed with a customer representative at Phoenix Foundry.

> **MILITARY INSIGNIA**

Approval from the Commonwealth Department of Veterans' Affairs is required for the use of any military badge. There are a variety of Military badges which vary depending upon the time of service. In order to ensure that the correct badge is used a copy of the Discharge Certificate or any service papers which prove service is required to be sent to the Department of Veterans' Affairs. If these papers are unavailable then the Veterans' full name, DOB, date of death, service under which veteran served and service number is required. Be aware that this process may take some weeks.

> **ACCELERATED DELIVERY**

A surcharge is applicable if you require your plaque in less than 10 working days.

> **MOTIFS PROTECTED BY COPYRIGHT**

Some motifs may be Copyright protected. This means that permission from the owner of the Copyright is required before it is used on a plaque. Permission is usually granted for one off memorial use at no charge.

> **MEMORIAL PLAQUES IN CEMETERIES**

These plaques should be ordered through the cemetery Office and not directly through Phoenix Foundry. Cemeteries often have special requirements covering type and design of plaques and also how they are installed.

