

# Khutsane Tombstones – Frequently Asked Questions

## 1. Where are you located?

De Wildt Complex  
Portion 36  
Kreylings Post  
De Wildt

## 2. What area do you cover?

Nationwide – South Africa & Botswana.

## 3. What is the transport cost?

R8.00 per kilometer there and back. If the location is further than stated on the quote or an incorrect location is provided, transport will be charged at R12.00 per kilometer. Prices exclude VAT. Installation will only commence once the outstanding balance has been received.

## 4. Do you make custom designed tombstones?

Yes, we do. We strongly recommend arranging an appointment at our office to ensure we design the tombstone exactly according to your request.

## 5. What are your terms and conditions?

Please see the Terms & Conditions link on our website.

## 6. What is your turnaround time?

Normally 6–8 weeks depending on the size and design of the tombstone. Delivery may be affected by load shedding and other factors beyond our control.

## 7. What payment options are available?

- Cash payment upfront for faster delivery.
- 60% deposit with balance payable within 2 months. Manufacturing starts once all funds are received.
- Lay-by option: 30% deposit with balance payable within 12 months.

## 8. What types of granite are available?

- Rustenburg Black
- Zimbabwean Black
- Monumental Rose
- African Ivory (subject to availability)
- Cape Red
- African Red (subject to availability)

- White Marble

### **9. How do you install if no foundation is taken?**

All tombstones are installed on lintels as per the standard industry norm.

### **10. Do you offer a guarantee on tombstones?**

A 10-year written guarantee against sinking or falling over is provided when a tiled or sandstone foundation is added at an additional cost. Terms & Conditions apply. If the client builds the foundation, no guarantee applies. Tombstones installed only on lintels do not carry a guarantee.

### **11. What picture options are available?**

- Engraved portraits done by an artist (A4 or larger)
- Glass portraits available in 6mm, 8mm, 12mm or 24mm

### **12. Are installation and wording included in the price?**

Yes. Installation and wording/messages are included in the tombstone price.

### **13. Are pots and accessories included?**

No. Pots and additional accessories are optional extras and charged separately.

### **14. Do you have other branches?**

No. We currently have one main branch in Ga-Rankuwa; however, we install nationwide.

### **15. Do you accept cash payments at the office?**

No. For safety and record purposes, all payments must be made via EFT.