



December 8, 2014

Mr. Bart Robinson
City of Oxford
107 Courthouse Square
Oxford, MS 38655

Dear Mr. Robinson,

We welcome the opportunity to provide additional services to the City of Oxford. The shutter inscription program we are proposing is designed to establish an easily-managed protocol that will produce high-quality inscriptions on the columbarium stone shutters, following customers' purchases. Our intent is to anticipate and propose a solution for all of the needs that may be experienced on the part of the cemetery staff. If we have missed any or if unique needs exist, please do not hesitate to let us know, and we will provide solutions.

Proposed Shutter Inscription Process.

- Accidents happen and we recommend purchasing spare shutters to be used to replace shutters, which may not be repairable, in the unlikely event damage occurs. The Cambrian Black stone that we expect to use on the project is quarried in Quebec, Canada, is very durable and has been used extensively in outdoor applications. Accordingly we recommend ordering a quantity of 5% of the total number of shutters (for this project, 41 shutters) to support the inscription process and provide for loss or breakage over the lifetime of the columbarium. This is just our recommendation and the final decision of how many extra shutters to order is to be made by the City of Oxford. We want to point out that it is important to place the order for the extra shutters at the same time as the bulk of the shutters so that all of the stone shutters, including the extras fall within the agreed-upon range of variation in color and texture.
- Timeless Columbaria will fabricate and prepare the extra shutters along with the shutters that will be initially installed. This will assure that the replacement shutters can be readily installed in any niche position.

- The processed extra shutters will be shipped to Oxford along with the rest of the project. For a small annual fee, Timeless will inventory the extra shutters.
- Font style, font size, spacing, positioning, configuration, depth and size of inscription, etc., will be at your discretion. Formatting rules will be established and agreed upon between Timeless Columbaria and City of Oxford. The first step in ordering an inscribed shutter, is to provide Timeless Columbaria the exact information desired on the finished shutter. This proposal covers lettering only. Other artwork can be provided at an incremental cost, and will extend the turnaround time.
- Timeless Columbaria will produce a 3-dimensional drawing of the inscribed shutter with the submitted information incorporated within the agreed-upon rules. This drawing is to be reviewed and approved by the City of Oxford, according to your internal process; i.e. making sure the names are spelled right, dates are correct and the purchasing customer is satisfied.
- As soon as approval confirmation is received, and the shutter has arrived in Pella, Iowa, Timeless Columbaria will inscribe it and will ship it back to you in a secure shipping container. Estimated turnaround time is 10 business days or less – without expediting. To minimize the risk of damage in transit we will produce reusable, secure shipping containers to transport the shutters to and from Timeless Columbaria and the cemetery. The inscribed shutter will always be shipped back to the City of Oxford in our secure container, and if it is shipped to us in our secure container or something better, we will ship the inscribed shutter back in that container. If the cemetery does not have our secure shipping container we will provide them for sale to the City of Oxford as requested, at the currently prevailing price. We will replace damaged shipping containers as required on our end.
- Once the inscribed shutter arrives in Oxford, the cemetery staff can install it, according to their process.
- If a shutter previously inscribed needs to be updated, the cemetery staff will notify Timeless Columbaria of the required additional information and send the shutter to Pella, Iowa in a secure shipping container.
- Timeless Columbaria will update the drawing on file for the shutter and provide the drawing for review and approval by the City of Oxford. Following approval confirmation the shutter will be inscribed and then shipped back to Oxford, MS.
- We assume that communications between the City of Oxford and Timeless Columbaria will be conducted by electronic means.

Recurring Costs.

- \$125 per inscribed shutter – first inscription.
- \$110 per inscribed shutter – second inscription.
- Any applicable taxes or fees will be added.
- Prices include shipping from Pella, Iowa to Oxford, Mississippi. These prices will be stable for two (2) years from the date of the contract and then will be evaluated annually and adjusted as necessary.

One-Time Costs.

- Extra shutters (41)..... \$3772.00
- Shipping containers (2)..... \$50.00

Options.

- Additional shipping containers (each)..... \$25.00
- Storage crate (we will sell you one of ours) \$250.00

Best Regards,
TIMELESS COLUMBARIA



Ken Bettger
President

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Proposal accepted by City of Oxford, MS:

Authorized Representative

Date