

November 14, 2022

To our valued clients, honored families, & industry partners:

The close of the 2022 installation season & slow sales season is upon us. Reflections on these last few years are on many minds of the extraordinary circumstances we have faced. It has been quite a trying year again of more learning, pivots, transitions, perseverance, delays, solutions, patience, emotions, & continuous improvements. Our industry & our company have been through many difficulties as most all businesses have in our country and the world. There was nothing that could have prepared us for what has happened and still is. Even those with decades or generations of experience had never been through this before. Many improvements are underway, & optimism continues with great passion & fortitude as we continue to keep moving forward. You can read all about what our country & our world is experiencing by searching “monument industry delays 2022” on google.

It is difficult to be a small custom business, transition several into retirement, replace many who have died, find, train, & retain the right individuals needed for the future of our company & the communities we serve. We are still short staffed, waiting on materials to arrive, waiting on more loads to arrive, backlogged on lettering, & backlogged on installing. If your memorial or accessory has not been placed yet, rest assured we will finish the project as soon as we can. We want completed projects & satisfied customers that feel proud of their wise choice of choosing us for their one-time purchase. If notification has been provided to us that a quarry, manufacturer, distributor, transporter, etc. has merged, sold, closed, or discontinued something...we have made the costly adjustments as needed.

Our goal remains the same & steps are being taken to ensure all agreements are kept but with longer wait times, as unfortunately, so much is out of our control. We know that being patient or not feeling certain is difficult, especially for a grieving family. All companies in our industry including ourselves are working on solutions to better communicate & remedy the stresses at every level. Please watch our website for updates, additions, & changes. We apologize for the situation & anxiety you may have felt. We too have experienced losses & many frustrations.

At the end of the day, we are doing the right thing by not sacrificing quality, craftsmanship, guarantees, warranties, or sustainable parks & cemeteries for speed or higher profit margin. We truly care about your best interest & rely on your purchases & timely payments to continue to raise the bar & serve all families. We believe you & your family member deserves to have their name marked in time to honor their life journey no matter their walk, however long or short & tell their story to all for future generations.

Thank you for entrusting Monument Advisors with your business, supporting small locally owned business, helping us serve your community, helping us to provide meaningful jobs, & valuing lives. You are appreciated with full gratitude.

May God bless you & your family this Thanksgiving, Christmas, & into the New Year.

Sincerely, Kelli Lepler - President

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