



MINNEAPOLIS
PARKS
FOUNDATION



BENCH & PAVER FREQUENTLY ASKED QUESTIONS

Q. Does a space or comma (or ! or ? etc.) count as a character?

A. Yes, the character count limit includes spaces and punctuation. ie - THIS IS 17 CHARS.

Q. The pictures are mainly all capital letters, but some pavers are upper and lower.

A. According to our engraver, all caps are easier to read from a height. Our default then for legibility is to make them all capital letters. If you write them in upper and lower, they will be converted to all caps on our end. If you particularly want upper and lower, please include a note with your order saying, "UPPER AND LOWER LETTERS PLEASE".

Q. Do I have to center the text on the form or will you do it?

A. We will center the text for you.

Q. Can I have symbols like a heart or star?

A. Yes. Anything that can be typed into a typical word document can be used – e.g. wingdings or symbol font. If you want to use a symbol, please include a detailed note with your order. You will have an opportunity to proof your order via email so be sure to use a valid email address.

Q. Can I choose my location?

A. No. We'll find a great place for your paver to live.

Q. When do the pavers go in?

A. For the March 15 deadline, installation occurs at the end of May or early June; for the August 1 deadline, installation occurs at the end of September or early October. As soon as we know approximate dates, we will email you that information.

Q. How will I know the location?

A. We will share via email once the pavers are installed.

Q. Can I use a picture or a logo?

A. Please send a high resolution (vector file type) picture or logo for us to share with the engraver. Depending on the format, there may be an additional fee (\$10-\$30) if the illustration incurs additional work. The best logos do not have a lot of detail and work as line art.

Q. What can I get engraved on my paver?

A: Most submissions have no problem getting approved. We will not engrave obscenities, racial slurs, questionable acronyms, etc. We will no longer engrave birth and death dates and recommend "In honor of" or "Celebrating" as more appropriate than "In memory of." If we decide your text is not able to be used and you are not willing to change it, we will refund the cost of your order.

Q. When will I receive confirmation of my order?

A. You should receive an automatic confirmation within 36 hours, this is a good time to double-check your order. You will receive an additional email with your certificate usually within two weeks of ordering. Please allow extra processing time during our busy summer months. Any delay in sending a certificate does not impact your installation date.

Q. Do the pavers get shipped to me?

A. No, the pavers are sent to the engraver and then installed at the lake you chose.