



# FITZHENRY-WIEFELS

## CREMATION & BURIAL SERVICE

44-700 San Pablo Avenue Palm Desert, California 92260 fd2051 Tel 760.568-9481 Fax 760.568-9489  
83-057 Requa Avenue Indio, California 92201 fd2003 Tel 760.347-2265 Fax 760.347-5151

[info@FitzHenryWiefels.com](mailto:info@FitzHenryWiefels.com)

[www.FitzHenryWiefels.com](http://www.FitzHenryWiefels.com)

### Consumer Information

**General Price List**

**Option Package Price List**

**Casket Price List**

**Outer Burial Container Price List**

***State of California Consumer Guide  
to Funeral and Cemetery Purchases***

*These prices are effective April 1, 2014  
and are subject to change without notice.*

You have come to FitzHenry-Wiefels to remember someone you have known and loved, or perhaps you have come to decide how you wish to be remembered. Though death is the cause of our meeting, let us endeavor to celebrate life. Our hope is to help you fill the emptiness of loss by assisting you in giving expression to the richness and particular beauty of a life that was like none other.

Here, the only rules and traditions are the ones you walked in with. If religion or spirituality brings you solace, comfort, and meaning at this time, we will work with you to bring your beliefs and your heritage into the heart of the ceremony. All faiths and creeds are welcome, and we have sought knowledge and understanding to serve your traditions with truth and authenticity.

If the traditions of the past do not speak to you, then allow us to reinforce the freedom you have to find a new way to honor and express the spirit of personality of the one you have lost. We encourage you to leave behind any preconceptions of what a memorial should be. Create your path, discover your own rituals of honor and remembrance – be they profound, humorous, or sacred. We'll be there right beside you, step by step, trying to anticipate your needs and fulfill what you envision.

We believe our staff at FitzHenry-Wiefels have uncommon hearts, unexpected creativity, quiet strength, and deep compassion.

Prior to drafting any contract for goods and services, the responsible party or the decedent's survivor who is handling the funeral arrangements is entitled to receive a copy of any preneed agreement in the possession of the funeral establishment that has been signed and paid for, in full or in part, by or on behalf of the decedent.

**For more information on Funeral, Cemetery, and Cremation matters contact:**

State of California Department of Consumer Affairs / Cemetery and Funeral Bureau  
1625 North Market Boulevard, Suite S-208, Sacramento, California 92834, (916) 574-7870.

#### **METHOD OF PAYMENT**

Payment for goods, professional services, and cash advancements is expected at time of arrangements and required prior to the services rendered. For your convenience, we accept cash, check, credit card (Visa, Master Card, American Express, or Discover) or an approved irrevocable insurance assignment.

## *A Few of the Things that Make Us Your Best Choice –*

- ***Family Owned & Operated.*** While many of the area funeral providers are now owned by large international corporations, we are still owned and operated by local individuals, offering the highest level of personal attention and caring service, since our founding in 1908. We understand that our most valuable asset is our sterling reputation, and we will do everything in our power to maintain that position by exceeding our client families' expectations. We are accountable to you, not far-away stockholders.
- ***Professionalism.*** We recruit, train and retain only the best professionals in our industry. You are guaranteed that your services will be handled sensitively and correctly on that first, and only, opportunity.
- ***Hospitality Center.*** You can enjoy the convenience of having refreshments in our on-site Hospitality Center with family members and friends. The best part is we can take care of all food preparation, room set-up and clean-up, so you can just relax and enjoy the good food and memories!
- ***Cremation.*** We operate the newest, and one of the only, privately owned crematory facility in the Coachella Valley. Our cremation specialists have been certified by the Association of California Cremationists. While most other funeral establishments subcontract this important service to off-site, out of the area, multi-user industrial facilities, our crematory, which is open to your inspection at any time, assures you the peace of mind that your loved one will be handled only by our certified specialists and with the highest standards of care and accountability. By locally controlling the entire process, we can guarantee you that your cremation will be completed in less time by our firm than anyone else in the area.
- ***100% Satisfaction Money Back Guarantee.*** We are committed to supporting your family during their grief, recognizing that all grief is personal to each individual. We will strive to create the most personal and meaningful tribute to the person who died and support any appropriate requests to commemorate the life that was lived. We acknowledge that we cannot make the pain go away, but through our efforts, we can make the journey of grief less lonely and perhaps a little easier. And finally, if you are not satisfied with any of our services or facilities, we will reduce or eliminate that charge to you.



A majority of families we serve tend to select funeral arrangements and services in keeping with the options listed. While you are free to arrange services on an itemized basis, the enclosed service plans will simplify the funeral arrangement process. If you ask us to provide additional items, additional charges may apply. Your funeral counselor welcomes your questions.

## **Burial Options**

### **Option B1 - Traditional funeral service at location of your choice with visitation/viewing**

This option includes basic professional services of the director and staff, embalming and other preparations, death certificate and permit processing, use of facilities and staff for the funeral ceremony in our chapel or other local location, coordination and staff for the local graveside service and visitation/viewing (up to three hours). Local transfer of the deceased to our care, funeral hearse and a service vehicle.

**Option B1 Price \$ 3880.00**

### **Option B2 – Traditional funeral service at location of your choice without visitation/viewing**

This option includes basic professional services of the director and staff, refrigeration and sanitary care, death certificate and permit processing, use of facilities and staff for the funeral ceremony in our chapel or other local location, local graveside service. Local transfer of the deceased to our care, funeral hearse and a service vehicle.

**Option B2 Price \$ 3565.00**

### **Option B3 – Graveside service with visitation/viewing at location of your choice**

This option includes basic professional services of the director and staff, embalming and other preparations, death certificate and permit processing, use of facilities and staff for the visitation/viewing (up to three hours) at location of your choice, coordination and staff for the local graveside service. Local transfer of the deceased to our care, funeral hearse and a service vehicle.

**Option B3 Price \$ 3575.00**

### **Option B4 - Graveside service without viewing**

This option includes basic professional services of the director and staff, refrigeration and sanitary care, death certificate and permit processing, coordination and staff for the local graveside service. Local transfer of the deceased to our care, funeral hearse and a service vehicle.

**Option B4 Price \$ 3150.00**

### **Option B5 – Immediate burial**

This option includes basic professional services of the director and staff, refrigeration, death certificate and permit processing. Local transfer of the deceased to our care, utility vehicle for transfer to local cemetery and a service vehicle.

**Option B5 Price \$ 2200.00**

### **Option B6 – Forwarding remains to another funeral home (no local services)**

This option includes basic professional services of the director and staff, embalming and other preparations, death certificate and permit processing. Local transfer of the deceased to our care, transfer to local airport with our service vehicle. Additional mileage to the airport will be charged at \$4.00 per loaded mile after the first 25 miles.

**Option B6 Price \$ 2000.00**

### **Option B7 – Receiving remains from another funeral home**

This option includes basic professional services of the director and staff, coordination and staff for the local graveside service. Transfer of the deceased to our care from local airport, use of funeral hearse.

**Option B7 Price \$ 1655.00**

*All Options are based on normal business hours, 9am to 4pm. There may be additional costs for services or visitations held after these hours, or on holidays which will be added to your total price. Transfer of the deceased from local place to our care does not include additional personnel that may be needed. Additional personnel are required for all deaths occurring at a residence or board and care facility. Merchandise, Taxes, Permits and fees are not included in our Options.*

# Cremation Options

**Option C1 - Traditional funeral service at location of your choice with visitation/viewing prior to cremation**

This option includes basic professional services of the director and staff, embalming and other preparations, death certificate and permit processing, use of facilities and staff for the funeral ceremony at a local location of your choice, coordination and staff for visitation/viewing (up to three hours), cremation fee. Local transfer of the deceased to our care, funeral hearse for the service and/or transfer to crematory and a service vehicle.

**Option C1 Price ..... \$ 3750.00**  
**With Ceremonial Casket and Insert ..... \$ 4545.00**

**Option C2 – Visitation followed by Cremation**

This option includes basic professional services of the director and staff, embalming and other preparations, death certificate and permit processing, coordination and staff for visitation/viewing (up to 3 hours), cremation fee. Local transfer of the deceased to our care (one attendant included), service vehicle for transfer to crematory.

**Option C2 Price ..... \$3085.00**

**Option C3 – Cremation with memorial service or graveside service at location of your choice**

This option includes basic professional services of the director and staff, cremation fee, refrigeration, death certificate and permit processing, use of facilities and staff for the memorial service or graveside service at a local location of your choice. Local transfer of the deceased to our care, service vehicle for transfer to crematory.

**Option C3 Price ..... \$2195.00**

**Option C4 – Cremation without services**

This option includes basic professional services of the director and staff, cremation fee, refrigeration, death certificate and permit processing. Local transfer of the deceased to our care, service vehicle for transfer to crematory.

**Option C4 Price .....\$1565.00**

*Our Basic Crematory Fee is based on the deceased weighing less than 250 lbs. All Options are based on normal business hours, 9am to 4pm. There may be additional costs for services or visitations held after these hours, or on holidays which will be added to your total price. Transfer of the deceased from local place to our care does not include additional personnel that may be needed. Additional personnel are required for all deaths occurring at a residence or board and care facility. Merchandise, Taxes, Permits and fees are not included in our Options.*

## Additional Cremation Options

*The cost of the following options will be added to the cremation option selected.*

<b>Witness Cremation</b> (witnessing the placement of the deceased into the cremation chamber) .....	<b>\$ 325.00</b>
<b>Rush Cremation</b> (cremation within 48 hours of receipt of disposition permit) .....	<b>\$ 350.00</b>
<b>Request of Specific Date or Time of Cremation</b> .....	<b>\$ 250.00</b>
<b>Private Family (Identification) Viewing</b> (sanitary care plus one hour viewing) .....	<b>\$ 350.00</b>
<b>Delivery of Urn to Local Cemetery</b> (within 25 mile radius of funeral home) .....	<b>\$ 100.00</b>
<b>Scattering of Cremated Remains At Sea</b> (non-witnessed and at the convenience of funeral home) .....	<b>\$ 155.00</b>
<b>Packing and Shipment via U.S. Mail within United States</b> .....	<b>\$ 125.00</b>
<b>Packing and Shipment via Registered Mail for International Handling</b> .....	<b>from \$ 225.00</b>



### **Additional Event Enhancements To Consider**

- |                                 |                            |   |
|---------------------------------|----------------------------|---|
| <b>Video Tribute Release</b>    | <b>Dove Release</b>        | <b>Commemorative Bookmark Butterfly</b> |
| <b>Certified Celebrant</b>      | <b>Harpist or Bagpiper</b> | <b>Balloon Release</b>                  |
| <b>Personalized Wrist Bands</b> | <b>Photo Enlargements</b>  | <b>Veterans Honor Guard</b>             |
|                                 |                            | <b>Alternative Venues</b>               |

The goods and services shown below are those we can provide to our customers. You may choose only the items you desire. **However, any funeral arrangements you select will include a charge for our basic services and overhead.** If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected.

## Professional Services

### **Basic Professional Services of Funeral Director and Staff** **\$ 1300.00**

This is the basic charge to each family we serve for our professional expertise in assisting them. It includes, but is not limited to, a proportionate share of the taxes, licenses, utilities and business expenses necessary to serve the public in a professional manner. Also included in this charge is the consultation with the family, clerical and administrative services, preparation and filing of necessary permits, consultation with the clergy, cemetery, crematory or common carrier, planning the funeral, and placement of obituary notices. There will be an additional charge for the direction and supervision of each service requested or required. *This fee for our basic services and overhead will be added to the total cost of the funeral arrangements you select. (This fee is already included in our charges for direct cremations, immediate burials, and forwarding or receiving remains.)*

### **Embalming** **\$ 650.00**

Embalming is a chemical process which provides temporary preservation of the body and eliminates certain health hazards. A person licensed by this state must complete this procedure to cleanse, sanitize, embalm and prepare for viewing and/or disposition of the deceased body using modern, scientific methods to safely ensure public health, proper discharge of infectious materials and contaminants, all in strict compliance with OSHA guidelines. *Except in certain special cases, embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements, such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as direct cremation or immediate burial.*

### **Refrigeration** **\$ 650.00**

If embalming is declined and the final disposition of the deceased is not completed within 24 hours of the time of death, refrigeration is required by California State regulation, Title 16 Sec. 1223(b). *Note: Our initial refrigeration fee includes 3 consecutive days. Beginning on the 4th day, the Funeral Home will charge \$100 for each additional day of refrigeration.*

### **Insurance Assignment Processing Fee** **\$ 250.00**

### **Security Fee** (per private security officer/per hour) **\$ 200.00**

### **Refile Disposition Permit** (plus actual permit fee) **\$ 50.00**

\*Only charged when our funeral home did not take care of the original service

### **Processing Fee to Obtain Certified Copies of a Death Certificate** (plus actual certified copy fee) **\$ 50.00**

\*Only charged when our funeral home did not take care of the original service

### **Full Circle Care** **\$ 190.00**

Assisting families after the death of a loved one by telephone with financial changes that need to take place. Topics include: Social Security, Medicare, Pension companies, Life Insurance, Credit Cards, Bank Accounts, and Credit Bureaus. These trained professionals will assist with everything from transitioning benefits, stop automatic deductions, making claims, updating records, account changes, fraud and identity protection.

## Specialized Care and Preparation Facilities

### **Care and Preparation**

Sanitary Care of the decedent when not being embalmed	<b>\$ 200.00</b>
Dressing, casketing, and/or cosmetizing	<b>\$ 300.00</b>
Undressing/re-dressing, casketing and/or cosmetizing	<b>\$ 300.00</b>
Post-Autopsy Care	<b>\$ 175.00</b>
Restorative Art: Reconstruction when necessary	<b>\$ 85.00 per hour</b>
Hairdresser: Special hair stylist	<b>\$ 75.00 per hour</b>

### **Facilities**

Use of preparation room for autopsy (regular business hours) (per deceased)	<b>\$ 580.00</b>
Special use of preparation room	<b>\$ 185.00 per hour</b>

\*Charged when the preparation room is used for religious or ceremonial reasons

### **Other Professional Services**

Removal and disposal of pacemaker and/or defibrillator required for cremation	<b>\$ 125.00</b>
Identification Photo (e-mail digital photo of unprepared deceased)	<b>\$ 75.00</b>
Handling of Disinterred Remains (per deceased)	<b>\$ 1550.00</b>
Casket Disposal Fee	<b>\$ 580.00</b>

## ***Ceremonial Facilities and Services***

*Visitations are scheduled Monday Through Friday -- To be held between 9:00 a.m. and 8:00 p.m.  
and on Saturday and Sunday between 9:00 a.m. and 8:00 p.m.*

*Funeral Services scheduled Monday Through Friday – To be held between 9:00 a.m. and 4:00 p.m.  
and on Saturday and Sunday between 9:00 a.m. and 4:00 p.m.*

*(Time restrictions may fluctuate due to daylight hours and disposition arrangements, and additional times are available, but additional fees may apply)*

### **Visitations**

Use of facilities and staff for visitation at Wiefels chapel or setup at another facility. Our services include staff, set-up of the visitation area, placement of encased remains, display of floral arrangements, and supervision during the visitation.

*\*Actual room or chapel used for visitation cannot be guaranteed, and will be selected at the discretion of the Wiefels staff based on certain scheduling requirements.*

Visitation at Wiefels or at another facility (up to 3 hours)	<b>\$ 350.00</b>
Additional Hour of Visitation	<b>\$ 150.00 per hour</b>
Identification Viewing at Wiefels (up to 6 family members/one hour)	<b>\$ 150.00</b>
Overnight Visitation	<b>\$ 1500.00</b>

*\*Use of Wiefels Chapel with limited security and supervision. Conducted from 10:00 p.m. to 8:00 a.m.*

### **Funeral Services**

Use of facilities and staff for funeral services at Wiefels Chapel or setup and staff at another local facility. Our services include setup of funeral service, supervision of funeral service, and display of floral arrangements.

Wiefels Chapel or at another local facility	<b>\$ 490.00</b>
Weekend, holiday, next day or after hours (before 9:00 a.m. or after 4:00 p.m.)	<b>\$ 300.00</b>

### **Memorial Service**

Use of facilities and staff for memorial services at Wiefels Chapel or setup and staff at another local facility. Our services include setup of memorial service, supervision of memorial service and display of floral arrangements.

Wiefels Chapel or another facility	<b>\$ 490.00</b>
Weekend, Holiday, Next Day, or After Hours (before 9:00 a.m. or after 4:00 p.m.)	<b>\$ 300.00</b>

### **Committal Services**

Our services include accompaniment of body to the cemetery, supervision of committal service, display of floral arrangements and staff to assist with service.

Committal Service	<b>\$ 400.00</b>
Weekend, Holiday, Next Day, or After Hours (before 9:00 a.m. or after 4:00 p.m.)	<b>\$ 300.00</b>

### **Hospitality Center at Wiefels Palm Springs**

Use of our Hospitality Center for a gathering (three hours) including supervision of by staff and cleanup. This fee includes coffee (regular and decaf), iced tea, sugar, cream, cups, napkins and plates.

*\*food may be provided by the family and delivered to the Hospitality Center on the day of your scheduled gathering*

Hospitality Center (3 hours)	<b>\$ 300.00</b>
Weekend, Holiday, or After Hours (before 9:00 a.m. or after 4:00 p.m.)	<b>\$ 300.00</b>

## ***Automotive Fleet / Vehicle and Transportation fees***

### **Automotive Fleet and Vehicles**

*All automotive equipment prices based on 25-mile radius, additional distance will be charged \$4.00 per mile.*

Funeral Coach (Hearse)	
Up to 3 hours	\$ <u>400.00</u>
Each additional hour	\$ <u>75.00</u>

Limousine (6 passengers) *Larger Vehicles additional fees apply.*

Up to 4 hours	\$ <u>675.00</u>
Each additional hour	\$ <u>75.00</u>

Service Vehicle / Utility Vehicle (for obtaining documents / tasks / flowers / airport)

Up to 3 hours	\$ <u>165.00</u>
Each additional hour	\$ <u>75.00</u>

Funeral Escort (one per 12 cars/minimum of two) \$ each 250.00

*\*Due to insurance and liability issues, we cannot allow funeral processions with outside escort companies*

### **Transportation Fees**

Transfer of deceased to funeral home	\$ <u>495.00</u>
Extra person for removal or transfer (per person)	\$ <u>100.00</u>

*\*extra person required for residence, board and care, and special circumstances*

Transfer to or from airport, cemetery, outside crematory, autopsy location, return to mortuary or any other transfer of remains will be charged for the vehicle used (Hearse or service vehicle) plus \$4.00 per loaded mile after 25 miles.

## ***Funeral Home Transfers***

*(Unless noted, the following offerings do not include: merchandise, visitation, funeral, cemetery, airline charges, and additional mileage.)*

**Forwarding Remains To Another Funeral Home** \$ 2000.00

This charge includes: basic professional services of funeral director and staff, embalming and other preparations, death certificate and permit processing, local transfer of deceased to our care, transfer to airport with a service vehicle. Additional mileage to the airport will be charged at \$4.00 per loaded mile after first 25 miles.

**International Forwarding (in addition to Forwarding to Another Funeral Home fee)** \$ from 350.00

Due to the difficulty coordinating with embassies and consulates and the extra paperwork involved, additional charges apply. In some instances there are extraordinary requirements where additional charges might be added. Please check with us when planning to ship to a foreign country. This charge includes the additional preparation and processing of necessary documents; coordination with embassies, consulate generals, and airlines, and coordination with receiving funeral home. This does NOT include consulate, airline or receiving funeral home fees.

**Receiving Remains From Another Funeral Home** \$ 1655.00

This charge includes: basic professional services of the director and staff, coordination and staff for the graveside service, use of service vehicle for transfer of the deceased to our care from local airport, use of funeral hearse. Additional mileage from the airport will be charged at \$4.00 per loaded mile after the first 25 miles.

## Minimum Service Options

### Immediate Burial

*Immediate Burial without a visitation or ceremonies available from* **\$ 2200.00 to \$ 11,200.00**

The charge of any immediate burial option includes: Basic Services of Funeral Director and Staff, Transfer of deceased from place of death to Funeral Home, refrigeration, utility vehicle and service vehicle for transportation to local cemetery. All immediate burials are scheduled according to cemetery availability, and unwitnessed unless otherwise arranged for.

Direct Burial with container provided by the purchaser	<b><u>\$ 2200.00</u></b>
Direct Burial with container purchased from our Funeral Home	<b><u>\$ 2,395.00 to \$ 11,200.00</u></b>
Witness Delivery Fee	<b><u>\$ 200.00</u></b>

*\*Maximum of 6 participants, up to 15 minutes, at a specified time at the cemetery, does not allow for viewing or ceremony*

### Direct Cremation

*Cremation Options available from* **\$ 2330.00 to \$ 2395.00**

Our charge for Direct Cremations (without ceremony) includes: Basic Services of Funeral Director and Staff, Transfer of deceased from place of death to Funeral Home, Refrigeration, Transportation to Crematory, and Cremation Fee. Our Direct Cremation charges are based on the deceased being under 250 lbs.

*If you want to arrange a direct cremation, you can use an alternative container. Alternative containers encase the body and can be made of materials like fiberboard or composition materials (with or without covering). The containers we provide range from fiberboard (heavy cardboard) to hardwood (Walnut). A complete list will be provided at the funeral home.*

Direct Cremation with container provided by the purchaser	<b><u>\$ 2330.00</u></b>
<i>Container must meet applicable state and crematory requirements.</i>	
Direct Cremation with alternative container purchased from our funeral home	<b><u>\$ 2395.00</u></b>
<i>Price includes our minimum alternative container.</i>	

### **Cremation Related Services**

Cremation Fee <i>(in addition to Funeral Services chosen by itemization)</i>	<b><u>\$ 325.00</u></b>
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Additional fee if remains and container weigh between 251 lbs. to 275 lbs.	<b><u>\$ 350.00</u></b>
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<i>276 to 300 lbs ... \$425.00</i>	<i>301 to 325 lbs ... \$500.00</i>	<i>326 to 350 lbs ... \$575.00</i>
<i>351 to 375 lbs ... \$650.00</i>	<i>376 to 400 lbs ... \$725.00</i>	<i>401 to 425 lbs ... \$800.00</i>
<i>426 to 450 lbs ... \$875.00</i>	<i>451 to 475 lbs ... \$950.00</i>	<i>476 to 500 lbs . \$1025.00</i>

Rush Cremation	<b><u>\$ 350.00</u></b>
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*In addition to cremation fee – cremated remains ready within 48 hours of obtaining cremation permit.*

Witness Cremation	<b><u>\$ 325.00</u></b>
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*(Witnessing the placement of the decedent into the cremation chamber)*

Un-witnessed Scattering of Cremated remains at sea	<b><u>\$ 155.00</u></b>
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Packing and shipping Cremated remains via USPS Registered Mail <i>(U.S. only)</i>	<b><u>\$ 125.00</u></b>
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Packing and shipping Cremated remains via International Mail	<b><u>\$ from 250.00</u></b>
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Placement of Cremation Remains in urn provided by family	<b><u>\$ 45.00</u></b>
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Deliver of Cremated remains within 25 mile radius by our staff	<b><u>\$ 100.00</u></b>
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Ship-in Cremated Remains with delivery to local cemetery <i>(includes permit fee, does not include mileage over 25 miles)</i>	<b><u>\$ 138.00</u></b>
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## General Merchandise

**Disclaimer of Warranty:** The only warranty of the casket or any merchandise sold in connection with this service is the express written warranty, if any, granted by the manufacturer. THIS FUNERAL HOME MAKES NO WARRANTY, EXPRESS OR IMPLIED, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY AND AN IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE CASKET AND/OR OUTER BURIAL CONTAINER.

### Casket selection range:

(A complete price list will be provided at the funeral home)

Adult Casket Selection Range

From \$ 15050.00 to \$ 700.00

Infant & Children Casket Selection Range

From \$ 2995.00 to \$ 295.00

Rental Ceremonial Casket

\$ 795.00

Alternative Container Selection Range

From \$ 595.00 to \$ 75.00

### Outer Burial Container selection range

(A complete price list will be provided at the funeral home)

From \$ 495.00 to \$ 12,395.00

### Urn selection range

(A complete price list will be provided at the funeral home)

From \$ 65.00

### Flowers

From \$ 75.00 to \$ 1,395.00

### Grave Markers

From \$ 695.00

### Transportation Units

Ziegler Unit (For unembalmed body transportation plus an air tray)

\$ 695.00

Mylar Shipping Pouch (For unembalmed body transportation plus a combination shipping container)

\$ 495.00

Air Tray (Required for casketed transportation)

\$ 250.00

Combination Shipping Container (Required for embalmed body transportation without casket)

\$ 295.00

### Funeral, Memorial, and Ceremonial Service Related Items

#### Stationary

Basic Acknowledgment Cards with envelopes (per 25)

\$ 15.00

Basic Memorial Folders (per 100 or portion thereof)

\$ 125.00

Standard Memorial Folders with picture (per 100 or portion thereof)

\$ 150.00

Deluxe Memorial Folders with picture (per 100 or portion thereof)

\$ 175.00

Envelopes for Memorial Folders (per 25 / white)

\$ 5.00

Standard Prayer Cards (per 50 or portion thereof)

\$ 40.00

Laminated Prayer Cards (100)(plus cost of prayer cards)

\$ 65.00

Laminated Bookmark (each)

\$ 15.00

Register Book (each)

\$ 35.00 to 195.00

Stationary Groupings

Includes: Register Book, 100 Matching Memorial Folders or Matching Prayer Cards And 50 Acknowledgment Cards

\$ 125.00 to 295.00

#### Making Meaningful Memories

Basic DVD Project (includes one song with suggested 25 scanned photos and one copy of DVD)

\$ 195.00

Standard DVD Project (includes two songs with suggested 50 scanned photos and one copy of DVD)

\$ 295.00

Premier DVD Project (includes one song with suggested 75 scanned photos and one copy of DVD)

\$ 395.00

Additional DVD copy

\$ 24.95

#### Miscellaneous

Dove Release from

\$ 250.00

Tachrichim (burial shroud)

\$ price varies

Shiva Candle

\$ 20.00

Heavy Burial or Disaster Pouch

\$ 155.00

Lightweight Body Pouch

\$ 85.00

All Natural Cotton Cremation Shroud

\$ 150.00

All Natural Cotton Burial Shroud

\$ 150.00

Crucifix

\$ 25.00 to 150.00

Rosary Beads

\$ 15.00 to 55.00

Solid Hardwood Flag Case (from)

\$ 130.00

Casket Bearer's Gloves (6 pair / white)

\$ 24.00

AV Equipment Rental (per service)

\$ 200.00

Tribute Obituary

\$ 50.00 - 300.00



## Death Care Planning

***Death Care Planning.*** What a strange statement. Yet all of us will some day be faced with the realities of death care planning. Some of us will be planning for the death of a grandparent, a parent, an aunt, an uncle, a sibling, a spouse, a significant other, a dear friend, a child, or even ourselves. Many of us do not realize that we are the people others are going to depend upon to carry out their final wishes.

Select a funeral home that you feel comfortable with. The funeral home should provide you with answers to the questions you may have regarding any and all aspects of funeral service.

All funeral service providers must give you a copy of their General Price List for you to keep. This is a federal law that is strictly enforced by the Federal Trade Commission. Each funeral provider must also show you a copy of a casket price list, an outer burial container price list, and an urn price list before showing and explaining any merchandise. Ask for these lists from your funeral provider.

When inquiring about prices, ask about the “entire funeral service,” from the time the deceased is transferred from the place of death, all the way to the funeral luncheon. Any reputable funeral service provider should be able to give you the entire scope of the funeral service you wish to provide for your loved one. Many families are not receiving full service if they only request a General Price List. We encourage you to explore all of your options before finally choosing the services you request.



The staff of Wiefels encourages you to take time to review this information, and discuss it freely with your family, your clergy, and a qualified funeral director. The benefit of researching your options ensures that the personal wishes of your loved one will not be overlooked. Thank you for taking the time to carefully understand what options are now in front of you.



*Serving Families in the Coachella Valley and High Desert Communities Since 1908*



# FITZHENRY-WIEFELS

CREMATION & BURIAL SERVICE

44-700 San Pablo Avenue Palm Desert, California 92260 fd2051 Tel 760.568-9481 Fax 760.568-9489

83-057 Requa Avenue Indio, California 92201 fd2003 Tel 760.347-2265 Fax 760.347-5151

*info@FitzHenryWiefels.com*

*www.FitzHenryWiefels.com*

## Casket Price List

*These prices are effective April 1, 2017  
and are subject to change without notice.*

***Caskets regularly offered for sale: \$700-\$15,050  
Alternative Containers regularly offered for sale \$75-\$595***

**There is no evidence that any casket represented as having protective features, which may include a gasket, will preserve human remains.**

### WARRANTIES

**Our funeral home makes no representations or warranties about the protective value of certain caskets or outer burial containers other than those made by the manufacturer. The only warranties, expressed or implied, granted in connection with goods sold with this funeral service are the written warranties, if any, extended by the manufacturers thereof. The seller extends no other warranties and, specifically, no warranties of merchantability and fitness for a particular purpose.**

## BRONZE NON-RUSTING (\*indicates gasket)

<u>Material</u>	<u>Name</u>	<u>Exterior Finish</u>	<u>Interior</u>	<u>Price</u>
32oz. Solid Bronze	Harrison*	Natural Brush & Golden Fawn	Almond Velvet	\$12,920

## COPPER NON-RUSTING

<u>Material</u>	<u>Name</u>	<u>Exterior Finish</u>	<u>Interior</u>	<u>Price</u>
32 oz. Solid Copper	Lincoln*	Natural Brush	Almond Velvet	\$9,250

## STAINLESS STEEL

<u>Material</u>	<u>Name</u>	<u>Exterior Finish</u>	<u>Interior</u>	<u>Price</u>
Stainless Steel	Mansfield*	Brushed Monarch Blue	Light Blue Velvet	\$5,500

## STEEL CASKETS

<u>Material</u>	<u>Name</u>	<u>Exterior Finish</u>	<u>Interior</u>	<u>Price</u>
18 Gauge	Richmond*	Franklin Bronze	Almond Velvet	\$4,900
18 Gauge	Silver Rose*	Silver Rose	Ice Pink Velvet	\$4,900
18 Gauge	Marquette*	Brushed Topaz/Ebony	Sahara Velvet	\$4,830
18 Gauge	Puritan*	Brushed Copper Glo	Rosetan Crepe	\$4,630
18 Gauge	Neopolitan*	Platinum Finish	Blue Crepe	\$4,290
18 Gauge	H25*	Brushed Natural/ Ebony	Silver Crepe	\$3,970
18 Gauge	Sterling*	Antique White	Pink Crepe	\$3,170
20 Gauge	Purity*	White No Shade	Ivory Crepe	\$2,760
20 Gauge	Monarch*	Desert Sand	Rosetan Crepe	\$2,680
20 Gauge	Affinity*	Light Gunmetal	White Crepe	\$2,950
20 Gauge	Mercury*	Blue Shaded Silver	Blue Capri Crepe	\$2,160
20 Gauge	Sutton	Copper Shaded Bronze	Rosetan Crepe	\$1,740
20 Gauge	Viceroy	Charcoal Hammertex	Ivory Crepe	\$1,330

## *HARDWOOD CASKETS*

<b>Material</b>	<b>Name</b>	<b>Exterior Finish</b>	<b>Interior</b>	<b>Price</b>
Solid Mahogany	Parliament	Dark Red	Sand Velvet	\$15,050
Solid Walnut	Diplomat	Medium Walnut	Silver Beige Velvet	\$10,695
Solid Cherry	Warfield	Dark Cherry	Almond Velvet	\$7,130
Solid Maple	Clearwood	Medium Venetian	Moselle Crepe	\$5,770
Solid Maple	Am Heritage	Medium Autumn Cherry	Ivory Suede	\$5,180
Solid Poplar	Pieta	Dark Walnut	Rosetan Crepe	\$4,840
Solid Oak	Hearthside	Med. Tutone	Rosetan Crepe	\$4,740
Solid Poplar	Cameo	Medium Sturbridge	Pink Velvet	\$4,700
Solid Ash	Montgomery	Medium Ash	Almond Velvet	\$4,960
Solid Oak	Oakland	Medium Ash	Almond Velvet	\$4,710
Oak/Veneer	Livingston	Light Tutone Tan	Rosetan Crepe	\$3,800
Solid Poplar	Provincial	Dark Walnut	Rosetan Crepe	\$4,380
Solid Pine	Country Pine	Medium Country Pine	Champagne Weave	\$3,895
Poplar/Veneer	Whitmire II	Dark Walnut	Rosetan Crepe	\$3,995
Poplar/Veneer	Sandhurst II	Light Sandy Birch	Rosetan Crepe	\$2,550
Poplar/Veneer	Meredith	Dark Mahogany	Rosetan Crepe	\$2,390
Carte Veneer	Shellbrook	Medium Cherry	Rosetan Crepe	\$1,770

## INFANT'S AND CHILDREN'S CASKETS

<u>Material</u>	<u>Name</u>	<u>Exterior Finish</u>	<u>Interior</u>	<u>Price</u>
Ash	Little Angel 5'6"	Light Maple	Blue/Pink Crepe	\$2,995
Ash	Little Angel 4'6"	Light Maple	Blue/Pink Crepe	\$2,895
Ash	Little Angel 3'6"	Light Maple	Blue/Pink Crepe	\$2,795
20 Gauge	Ashley 5'6"	White Shaded Gold	Ivory Crepe	\$2,295
20 Gauge	Ashley 4'6"	White Shaded Gold	Ivory Crepe	\$2,195
20 Gauge	Ashley 3'6"	White Shaded Gold	Ivory Crepe	\$2,095
20 Gauge	Ashley 2'6"	White Shaded Gold	Ivory Crepe	\$1,995
Particle Board/Cloth	Angelic (4'6")	White	Ivory Crepe	\$1,095
Particle Board/Cloth	WC42 (3'6")	White	Ivory Crepe	\$995
Particle Board/Cloth	WC30 (2'6")	White	Ivory Crepe	\$595
Particle Board/Cloth	WC24 (2'0")	White	Ivory Crepe	\$495
Particle Board/Cloth	WC54 (1'8")	White	Ivory Crepe	\$295

## ORTHODOX HARDWOOD CASKETS

<u>Material</u>	<u>Name</u>	<u>Exterior Finish</u>	<u>Interior</u>	<u>Price</u>
Solid Cherry	Jerusalem	Medium Amber	Arbutus Velvet	\$6,570
Solid Maple	Tohar	Light Caramel	Natural Cotton	\$5,130
Solid Oak	Benjamin	Light natural Oak	Rosetan Crepe	\$3,380
Solid Oak	Ramah	Medium Rustic Brown	Ivory Crepe	\$3,250
Solid Poplar	Jahleel	Dark Satin Poplar	Rosetan Crepe	\$3,570
Solid Poplar	Obadiah	Dark Walnut	Rosetan Crepe	\$3,080
Solid Poplar	Simeon	Dark Golden Walnut	Moselle Crepe	\$2,570
Solid Poplar	Adom	Light Unfinished	Ivory Crepe	\$2,730
Solid Pine	Kidron	Light Unfinished	White Dexter	\$1,510
Solid Poplar	Ira	Light Unfinished Poplar	Moselle Crepe	\$1,260

## CREMATION CASKETS

<u>Material</u>	<u>Name</u>	<u>Exterior Finish</u>	<u>Interior</u>	<u>Price</u>
Poplar	Clivedon	Medium Maple Finish	Rosetan Crepe	\$2,400
Fiberwood	Longley	Medium Cherry Finish	Blue Crepe	\$1,640
Fiberwood	Hastings	Light White Oak Finish	Pink Crepe	\$1,640
Fiberwood	Norfolk	Light Pine Finish	Ivory Crepe	\$ 1,410
Cardboard/Cloth	Georgian	Dark Brown Finish	Rosetan Crepe	\$ 940
Cardboard/Cloth	Union	Gray Flannel	Ivory Crepe	\$ 700

## ALTERNATIVE CREMATION CONTAINERS

Cardboard	First Step	Medium Wood Grain Finish	Ivory Crepe	\$ 595
Cardboard	Minimum	Cardboard Unfinished Cardboard	None	\$ 75

## RENTAL CASKET

Viewing/Rental Casket	Norwood	Dark Oak Finish	Ivory Crepe	\$ 795
		With Cardboard Insert		



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[FitzHenry-Wiefels.com](http://FitzHenry-Wiefels.com)

## Outer Burial Container Price List

*These prices are effective April 1, 2014  
and are subject to change without notice.*

OUTER BURIAL CONTAINERS	FROM \$12395.00	TO	\$ 495.00
CREMATION BURIAL VAULTS	FROM \$ 795.00	TO	\$ 395.00

In most areas of the country, state or local law does not require that you buy a container to surround the casket in the grave. However, many cemeteries ask that you have such a container so that the grave will not sink in. Either a burial vault or a grave liner will satisfy these requirements.

### WARRANTIES

Our funeral home makes no representations or warranties about the protective value of certain caskets or outer burial containers other than those made by the manufacturer. The only warranties, expressed or implied, granted in connection with goods sold with this funeral service are the written warranties, if any, extended by the manufacturers thereof. The seller extends no other warranties and, specifically, no warranties of merchantability and fitness for a particular purpose.

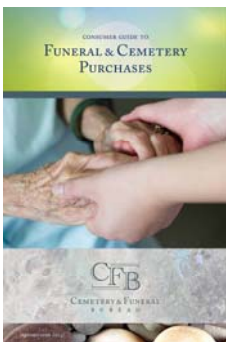


## *Outer Burial Containers*

<u>Name</u>	<u>Outside Finish</u>	<u>Inside Liner</u>	<u>Price</u>
The Wilbert Bronze	Bronze, ABS Marbelon & Concrete	Bronze & ABS Plastic	\$ 12,395
Copper Triune	Copper & Concrete	Stainless Steel & ABS Plastic	\$ 3595
Stainless Steel Triune	Stainless Steel & Concrete	Stainless Steel & ABS Plastic	\$ 2895
Cameo Rose Triune	Stainless Steel & Concrete	Stainless Steel & ABS Plastic	\$ 2995
Venetian	Concrete	ABS Plastic	\$ 2095
Salute	Concrete	Strentex Plastic	\$ 1695
Monticello	Concrete	Strentex Plastic	\$ 995
Minimum	Concrete	Concrete	\$ 495

## *CREMATION BURIAL VAULTS*

<u>NAME</u>	<u>OUTSIDE FINISH</u>	<u>INSIDE LINER</u>	<u>PRICE</u>
Bronze Triune	Bronze & Concrete	Bronze & Concrete	\$ 795
Copper Triune	Copper & Concrete	Copper & Concrete	\$ 695
Stainless Steel Triune	Stainless Steel & Concrete	Stainless Steel & Concrete	\$ 695
Cameo Rose Triune	Stainless Steel & Concrete	Stainless Steel & Concrete	\$ 695
Venetian	Concrete	ABS Plastic & Concrete	\$ 595
Monticello	Concrete	Strentex Plastic & Concrete	\$ 395



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## INTRODUCTION

The death of a loved one is one of the most traumatic experiences any of us will ever have. The California Department of Consumer Affairs' Cemetery and Funeral Bureau has developed this booklet to assist you in making the difficult decisions about funeral and cemetery arrangements for yourself or someone close to you. By asking the right questions, comparing prices and services, and making informed decisions, you can make arrangements that are meaningful to your family and control the costs for you and your survivors.

The Cemetery and Funeral Bureau licenses, regulates, and investigates complaints against California funeral establishments, funeral directors, embalmers, apprentice embalmers, cemetery brokers, cemetery salespersons, cemetery managers, cremated remains disposers, crematories, crematory managers

and the nearly 200 fraternal and private cemeteries in the State.

*(NOTE: The State does not license cemeteries operated by religious organizations; cities, counties, or cemetery districts; the military; Native American tribal organizations; or other groups. If you don't know who regulates the cemetery you're interested in, ask the cemetery manager.)*

If you need help with a cemetery or funeral issue, visit the Bureau's Web site at [www.cfb.ca.gov](http://www.cfb.ca.gov) or call the Department of Consumer Affairs' Consumer Information Center at (800) 952-5210 or the Bureau at (916) 574-7870.

## LEGAL REQUIREMENTS

### Disposition Arrangements

California law lists those who have the right, duty, and responsibility to make decisions about disposition arrangements after a person's death. They are, in order, as listed in the law:

A person, prior to his or her death.

The Person Authorized to Direct Disposition (PADD) on a U.S. Department of Defense Record of Emergency Data (DD Form 93) as that form existed on December 31, 2011, or its successor form.

An agent under a California power of attorney for health care.

The surviving competent spouse or registered domestic partner.

The surviving competent adult child or the majority of the surviving competent adult children.

The surviving competent parent or parents.

The surviving competent adult sibling or the majority of the surviving competent adult siblings.

The surviving competent adult or the majority of the surviving competent adults in the next degree of kinship.

A conservator of the person appointed under Part 3 (commencing with Section 1800) of Division 4 of the Probate Code when the decedent has sufficient assets.

A conservator of the estate appointed under Part 3 (commencing with Section 1800) of Division 4 of the Probate Code when the decedent has sufficient assets.

The public administrator when the decedent has sufficient assets.

Details: A person may direct in writing the disposition of his or her remains and specify the funeral goods and services desired. Unless there is a written statement to the contrary that is signed and dated by the person, these directions may not be changed in any material way except as required by law.

The law protects a person's choices after death, providing that:

The written directions are clear and complete; and

Arrangements for payment of final services via trusts, insurance, commitments by others, or any other means have been made which precludes the payment of money by the

survivors(s) who might otherwise have the right to control disposition

Instead of giving written instructions, a person may give the right and duty of disposition to a PADD (if an active duty member of the U.S. Armed Forces) or to an agent under a power of attorney for health care or an advance health care directive. This agent will have the full right to act and control the decedent's disposition unless the power of attorney or an advance health care directive limits or removes that right or ceases upon death.

In the absence of written instructions, a PADD, an advance health care directive, or power of attorney for health care, the right and duty of disposition moves next to a surviving competent spouse or registered domestic partner. To be considered a registered domestic partner in California, a person must have filed a [Declaration of Domestic Partnership](#) with the Secretary of State under Family Law Code section 297.

In the absence of the above documents and people, the right and duty of disposition would fall to the surviving competent adult child or the majority of the surviving competent adult children, then the competent parent or parents, then the competent adult sibling or the majority of the surviving competent adult siblings, and then the competent adult or the majority of the surviving competent adults in the next degree of kinship, followed by conservator of person, conservator of estate, or public administrator.

In addition, the law governs issues such as the time in which family members must act, what happens if all members cannot be found or cannot agree on what to do, and who is responsible for the costs of disposition. Be sure to review and understand all the provisions of law when you are considering these choices. The applicable laws and regulations can be found on the Bureau's Web site at [www.cfb.ca.gov](http://www.cfb.ca.gov).

*(NOTE: Exceptions may apply in certain situations. You have the right to select a different person to make the decisions about your arrangements, if you wish. You may wish to consult with an attorney about including such instructions in your will or in another written document, such as a power of attorney for health care. Be sure to provide copies of your instructions to family members and keep your own copy in a place that can be easily accessed.)*

### Prices

Federal law requires funeral establishments to quote prices over the phone and to give you a General Price List (GPL) and a Casket Price List (CPL) when you ask in person about arrangements and prices. If the funeral establishment sells outer burial containers, it must also provide you prices for those containers, either as part of the GPL or on a separate price list. If the funeral establishment has a Web site, it must post the list of funeral goods and services that are

required to be included in their GPL, pursuant to federal rule, and include a statement that the GPL is available upon request via a link from the home page, OR include the words "price information" or a similar statement that includes the word "price" with a link to the GPL.

*(For more information, see [General Price List Requirements](#).)*

When you contract for services with a funeral establishment, the law requires it to give you an itemized statement of your choices, including estimates of any costs that are unknown at the time. The statement must also include charges for outside vendor services arranged by the funeral establishment such as flowers, clergy honoraria, newspaper notices, music, etc. Make sure the statement includes only those items you have selected. If you have chosen a funeral package, the statement should describe all the goods and services that are included. Be sure you have the total dollar amount in writing before you sign the contract.

The law allows a funeral establishment to set a fee for professional services, such as the funeral director's time spent:

Helping you plan the funeral;

Making arrangements with a cemetery or crematory (or other funeral establishment if the body will be shipped out of the area);

Obtaining the death certificate and other required permits;

Submitting the obituary and "unallocated overhead," which includes taxes, insurance, advertising, and other business expenses.

The funeral establishment may require you to pay this fee in addition to the specific funeral goods and services you select.

*(NOTE: It is illegal for a funeral establishment to charge a handling fee if you wish to use a family-built casket or a casket you purchased elsewhere. However, the casket must meet the cemetery's or crematory's standards and must take into consideration the size of the body. It is also illegal for the funeral establishment to make false claims about the preservative qualities of a casket or to charge contagious disease fees or fees for protective clothing for staff.)*

### Embalming

The law does not require embalming. However, the person with the right to control disposition must accept or decline embalming by signing a specific form prescribed by the Bureau. Additionally, a funeral establishment must refrigerate an unembalmed body in its possession if burial or cremation does not take place within 24 hours. (See exception under [Home Death Care](#).) As a practical matter, however, you may wish to authorize embalming if there will be a delay before a public viewing. Keep in mind that embalming does not prevent decomposition of a body.

*(NOTE: A coroner may require embalming in certain circumstances.)*

## Cremation

The law does not require the purchase of a casket before cremation.

(A combustible cremation container, typically referred to as an alternative container, is required. [See Cremation](#).)

## Burial

The law does not require outer burial containers, commonly known as vaults or grave liners, but cemeteries may require them because they keep the ground from settling after burial. Typically, vaults completely surround the casket in concrete or other material. Grave liners cover only the top and sides. Neither container will prevent the eventual decomposition of human remains.

Natural burial, also referred to as green or eco-friendly burial, is a way of caring for the dead with minimal environmental impact, often without a casket or burial container. The body is typically not embalmed and may be encased in biodegradable materials for burial. Talk to cemetery staff if you're interested in this option.

## Home Death Care

The use of a funeral establishment and funeral director is not required by law when preparing a body for disposition. You can arrange for your body, or that of a loved one, to be cared for and prepared for disposition by family and friends at home. If you choose home death care, you must:

File a properly completed Certificate of Death, signed by the attending physician or coroner, with the local registrar of births and deaths.

Obtain a Permit for Disposition from the local registrar of births and deaths.

Provide a casket or other suitable container.

Make arrangements directly with the cemetery or crematory.

Your local county health department may be able to help you file a Certificate of Death and/or a Permit for Disposition.

*(NOTE: Human remains may be kept at home without embalming or refrigeration until disposition. Generally, decomposition will proceed more rapidly without refrigeration or embalming.)*

## Coroner Fees

California law permits coroners to charge for certain services. Fees vary by county.

## Retail Casket Sellers

California law requires retail casket sellers, when beginning any discussion of prices, to give customers a written price list of all caskets, alternative containers, and outer burial containers normally offered for sale and the price for each. In addition, if customers ask for the list in person or by phone, the retail casket seller must give them a written statement identifying caskets or containers by price, thickness of metal, type of wood or other construction, and by interior and color. Price, thickness, construction, and color information must also be included on a tag conspicuously attached to each casket. Prior

to a sale, the seller must provide the buyer an itemized statement of all costs involved.

Retail casket sellers are not allowed to arrange funerals or cremations or perform any other functions requiring a license as a funeral establishment. Before doing business with any retail casket seller, you may wish to check the company's business practices with your local Better Business Bureau.

*(NOTE: Retail casket sellers are not bound by the State laws or regulations that govern funeral establishments, crematories, and cemeteries, nor are they licensed or regulated by the Cemetery and Funeral Bureau or by the Federal government. They are governed by State and local business laws and licensing regulations.)*

#### DECIDING IN ADVANCE

##### For a Loved One

While making such decisions is difficult at any time, planning in advance for the death of a loved one can relieve you of that responsibility at the time of death, when you may be emotionally vulnerable. Take time now to discuss these matters and find out what your loved ones want. Be sure to put any wishes or requests in writing. This is also a good time to discuss organ donation and donation to medical science.

##### For Yourself

Planning in advance for your own disposition after death can spare your loved ones the anguish of making difficult decisions while grieving. Shopping ahead of time, getting correct information, and planning in advance allows you to make informed decisions before you purchase, and may save you money. Be sure to discuss your wishes with your family. You may also wish to talk to an attorney about the best way to ensure that your wishes are followed.

You can make arrangements directly with a funeral establishment or through a memorial society or funeral consumer group or organization. Memorial societies and funeral consumer groups or organizations are nonprofit entities that provide information about preplanning funerals and disposition. They do not offer funeral services and are not regulated by the Cemetery and Funeral Bureau, although they are regulated under Federal and State nonprofit laws. To find a funeral establishment, memorial society, or funeral consumer organization, ask friends and relatives for referrals, or check the phone book Yellow Pages or Internet listings.

*(NOTE: Many funeral entities that use the word "society" in their names are for-profit businesses. If an organization's nonprofit status is important to you, confirm that status prior to making arrangements.)*

##### Check License Status

To be sure that the funeral establishment, funeral director, crematory, crematory manager, private or fraternal cemetery, and private or fraternal cemetery managers are licensed by the State and in good standing,

call the Department of Consumer Affairs toll-free at (800) 952-5210, TDD (800) 326-2297, or the Cemetery and Funeral Bureau office at (916) 574-7870. You can also check the license online

at [www.cfb.ca.gov/consumer/lookup.shtml](http://www.cfb.ca.gov/consumer/lookup.shtml).

##### Compare Prices and Services

First, visit Web sites and several funeral establishments to compare services, restrictions, rules, and prices. Then, decide how much you want to spend. If you buy a casket from a retail casket seller, be sure to ask if the seller will deliver it or if you must pick it up. Also you may wish to compare prices at several cemeteries and ask about their endowment care funds and cemetery maintenance standards. (See [Glossary of Terms](#)) If a funeral establishment or cemetery is not being maintained to your satisfaction, take your business elsewhere.

##### Prerearrangement

You may want to make your arrangements in advance but not prepay for them. Keep in mind that over time prices may go up and businesses may close or change ownership. You may also move to another location or change your arrangements. It's a good idea to review and revise your decision every few years, and you should make sure your family is aware of your wishes. Put your wishes in writing, give copies to family members and your attorney, and keep a copy in a place where it can be easily accessed. (Don't keep your only copy in a safe-deposit box. Your family may have to make funeral arrangements on a weekend or holiday when the bank is closed.)

##### Prepayment Options

If you decide to prepay for funeral and cemetery services, you have several options.

*(NOTE: These are options, not recommendations. Be sure to carefully compare the advantages and disadvantages of each—and consider consulting an attorney and Medicare/Medicaid, if applicable—before making any decision.)*

**Preneed Trust Contracts**-- Decide on the funeral and cemetery services you want, sign contracts that fully describe those services, and pay a set amount into a trust administered by the funeral establishment or cemetery. There will usually be some costs that cannot be prepaid. Services such as opening and closing the grave are not usually part of the preneed contract and must be paid at time of need.

*(NOTE: Be sure that your contract includes a cancellation clause if you change your mind. Keep in mind that if you cancel a funeral preneed trust, under the law, all the money you paid in must be refunded to you. Most cancellation clauses require a revocation fee, limited by law to no more than 10 percent of the total amount that you have paid in. This revocation fee can only be taken from trust fund earnings.)*

Before you choose a preneed trust contract, consider the following:

Ask for a guaranteed price plan. This protects you and your family from future price increases. Without it, your survivors may have to make up any difference in cost. However, even with a guaranteed price plan, some items or services will probably have to be paid at the time of need. Obtain a written estimate of these additional "at-need" charges so you and your family will know what to expect at the time of need.

Make sure the funds in your preneed trust increase in value, and find out where the money is being invested and who the trustees are. You may receive an annual statement of earnings, which may have to be reported as interest income on your tax returns. Also, be sure that the plan includes a written provision that states what will happen to any earnings left over after the funeral expenses are paid.

Find out if you have to pay the entire amount into the trust up front, or if you can pay over time. If you pay over time, ask if interest is being charged and how much. Also, ask if there is a penalty for late payments.

Ask if your funeral arrangements can be transferred to another funeral establishment or if the cemetery will buy the property back if you move out of the area or change your mind.

To guarantee prices of cemetery goods, such as a vault or a marker, buy them and have the cemetery store them until they are needed. This is called "constructive delivery." The law prohibits the constructive delivery of funeral goods. Make sure the purchase contract specifies the manufacturer and model of the items you purchase, as well as any inscriptions and descriptions of the materials used. Obtain in writing the address where the goods are stored.

**Saving**— Earmark a portion of your savings for funeral expenses and ensure that your family members and attorney are informed and that provisions are made for your survivors to withdraw the funds at your death. You can change your mind at any time.

**POD Account** - Establish a Pay on Death (POD) Account with your bank, designating the funeral establishment or another person as the beneficiary of funds upon your death. Be sure to inform family members, the funeral establishment, your chosen executor, and your attorney of the provisions of the account. POD accounts may involve service fees, and interest earned is taxable. They may be canceled without penalty.

*(NOTE: The funeral establishment is not required to pay any excess funds to your survivors.)*

**Life Insurance** - Buy life insurance equal to the value of the funeral and arrange for your beneficiary (a family member or friend) to handle the arrangements in accordance with your stated wishes.

*(NOTE: If the costs of the funeral arrangements exceed the amount of your policy, your survivors will have to make up the difference.)*

**Funeral Insurance** - Buy funeral insurance through the funeral establishment, which becomes your beneficiary. You preselect the casket, services, etc., and the cost may be guaranteed. If the cost is guaranteed, the funeral establishment cannot charge your relatives more than the contract states, even if prices rise. However, it can keep any funds remaining after the arrangements have been carried out.

*(NOTE: You should get in writing how much the policy will be worth in one year, two years, five years, and ten years. Find out if you will pay more on the policy over time than the policy will pay out upon your death. Find out what happens if you cancel the policy or fail to make the scheduled payments.)*

Funeral establishments and licensed cemeteries must present to the person making funeral arrangements for a deceased person a copy of any preneed agreement in their possession that is signed and paid for in full or in part.

##### BURIAL

If you choose traditional burial of the body or cremated remains, you will need to purchase a cemetery plot unless you are eligible for burial at no cost in a veterans cemetery. Prices may vary widely among cemeteries and among different locations in the same cemetery. There is also a fee for opening and closing the grave, and you will probably be required to buy an outer burial container if the cemetery requires one. In addition, you will need to pay an endowment care fee for cemetery maintenance and groundskeeping. Burial in a mausoleum (entombment) involves purchase of a crypt, opening and closing fees, and charges for endowment care and other services.

##### Purchasing Items Elsewhere

If you purchase a casket or alternative container from somewhere other than the funeral establishment, the law prohibits the funeral establishment from charging a "casket handling" fee. However, your purchase must meet the standards set by the cemetery or crematory and must take into consideration the size of the body. Remember to shop wisely, since retail casket sellers are not bound by the same laws or regulations that govern funeral establishments, crematories, and cemeteries. If purchasing items in advance, insist that any money you pay be placed in a trust, and be sure to get a copy of the trust agreement.

If the cemetery requires outer burial containers to minimize ground settling, you may have to buy a grave liner or vault. You do not have to buy the outer container from the cemetery; however, a liner or vault purchased elsewhere must meet the cemetery's size, shape, and material standards.

You may purchase a marker or monument from another source, but it also must meet the cemetery's standards. The cemetery may not charge a setting fee if the monument company sets it for you. Charges by the cemetery for foundations, setting or permitting the setting of grave markers or monuments, must be the same whether you bought the marker or monument from the cemetery or from someone else. Be sure to review the rules and policies of the cemetery before you purchase. This can help avoid misunderstandings and can assist you in making decisions.

##### Multiple-Depth Graves

If the cemetery allows it, you may be able to arrange burial in the same grave as your spouse or other family member. People who are not related may be buried in a multiple-depth grave if all parties authorize it in advance. Burial in a multiple-depth grave may limit disinterment rights. There may be special fees for opening and closing a multiple-depth grave.

##### CREMATION

California law requires written acknowledgment of the following disclosure when cremation is to take place:

"The human body burns with the casket, container, or other material in the cremation chamber. Some bone fragments are not combustible at the incineration temperature and, as a result, remain in the cremation chamber. During the cremation, the contents of the chamber may be moved to facilitate incineration. The chamber is composed of ceramic or other material which disintegrates slightly during each cremation, and the product of that disintegration is co-mingled with the cremated remains. Nearly all of the contents of the cremation chamber, consisting of the cremated remains, disintegrated chamber material, and small amounts of residue from previous cremations, are removed together and crushed, pulverized, or ground to facilitate inurnment or scattering. Some residue remains in the cracks and uneven places of the chamber. Periodically, the accumulation of this residue is removed and interred in a dedicated cemetery property, or scattered at sea."

The person who has the right to control the disposition of the body must sign a written authorization before cremation can proceed. This authorization, or a separate contract, indicates the location, manner, and time of disposition of the remains. It also includes an agreement to pay the costs for the cremation, for disposition of the cremated remains, and for any other services desired. (If you wish to arrange for your own cremation, you can legally sign the [Declaration for Disposition of Cremated Remains form](#) yourself.)

In addition, a burial/cremation permit (called Application and Permit for Disposition of Human Remains, VS 9) must be issued by the county health department. The funeral

establishment usually arranges to obtain this permit as part of its services.

California law does not prohibit the person authorizing the cremation from viewing the cremation process, and some facilities may be able to accommodate more than one family member. Crematories that do not allow viewing of the cremation process must disclose that fact in writing prior to signing any contract. There may be a charge for attending the cremation. Check with the crematory for its policies.

A casket is not required for cremation by California law, but a combustible cremation container, also known as an alternative container, is. The container must be one that can be closed and is leak-resistant. A cardboard box constructed for this purpose is acceptable. You do not have to buy the container from the funeral establishment or crematory, but it does have to meet the standards set by the crematory.

You should make a decision about removing all personal possessions of value, such as jewelry or mementos, before the body is taken to the crematory. Pacemakers, most prostheses, and mechanical or radioactive devices or implants are most often removed prior to cremation.

By law, all cremations must be performed individually, unless a multiple cremation is authorized in writing and the cremation chamber is capable of multiple cremations. Only a few crematories have this capability and/or will permit it.

After the cremation has been completed and the cremation chamber has cooled, the remains are swept from the chamber, processed to a uniform size, and placed in a sturdy plastic bag sealed with an identification disk, tab, or label. The bag is then placed in a durable cremated remains container.

#### Disposition of Cremated Remains

In California, you may choose any of the following methods of disposition of cremated remains:

Placement in a columbarium or mausoleum - There may be additional charges for endowment care, opening or closing, recording, flower vase, and nameplate.

Burial in a plot in a cemetery - There may be additional charges for endowment care, opening or closing, recording, outer burial container, flower vase, and marker.

Retention at a residence - The funeral establishment or crematory will have you sign a Permit for Disposition showing that the remains were released to you and will file it with the local registrar of births and deaths. You may not remove the cremated remains from the container and you must arrange for their disposition upon your death.

Storing in a house of worship or religious shrine if local zoning laws allow.

Scattering in areas of the State where no local prohibition exists and with written permission of the property owner or governing agency.

The cremated remains must be removed from the container and scattered in a manner so they are not distinguishable to the public.

Scattering in a cemetery scattering garden.

Scattering at sea, at least 500 yards from shore. This also includes inland navigable waters, except for lakes and streams.

Cremated remains may not be transported without a permit from the county health department and they may not be disposed of in refuse.

#### Scattering

Cremated remains may be scattered as described above by employees at a licensed cemetery, cemetery brokers, crematory employees, registered cremated remains disposers, funeral establishment staff members, or the decedent's family. All cremated remains must be removed from the container for scattering, with the exception of those remains placed into a scattering urn for scattering cremated remains at sea from a boat.

Scattering may also be done by any person having the right to control the disposition of the cremated remains of any person or that person's designee if the person does not dispose of or offer to dispose of more than ten cremated remains within any calendar year.

When scattering remains, you should avoid inhaling the dust from the remains, since there may be health risks. The county health department must issue a Permit for Disposition, and boat/aircraft operators must notify the U.S. Environmental Protection Agency after scattering.

State law requires cremated remains disposers who scatter by air or boat to post copies of their current pilot or boating licenses and the addresses of their cremated remains storage areas at their place of business. The law also requires disposers to conduct scatterings within 60 days of receiving the remains, unless the person with the right to control disposition is notified in writing of the reason for the delay.

#### SPECIAL CIRCUMSTANCES

##### Death Out of State

Burial - If death occurs away from the city where burial is to take place, you will need to have the body transported using the coordinated services of a funeral establishment in each city. If the body is transported by shipping on a common carrier, the body must be embalmed prior to shipping. If it cannot be embalmed, the body must be shipped in an airtight casket or transportation container.

Cremation - You can arrange for the body to be cremated in the distant city and for the cremated remains to be shipped to you.

##### Death Out of the Country

If death occurs in another country, the U.S. Embassy or Consulate in that country can assist in making arrangements for the return of the body or for its local disposition. You will

usually be able to obtain English translations of the death certificate and other documents through the nearest U.S. Embassy or Consulate.

#### Donation for Medical Purposes

If you wish to donate your body to a medical school for educational or research purposes, you will need to make arrangements with the school well in advance. It is a good idea to check with the school every few years, since procedures and needs may change. By law, the school is responsible for costs of final disposition.

#### GENERAL PRICE LIST REQUIREMENTS

A sample General Price List (GPL) is included in the booklet [Complying with the Funeral Trade Commission](#). In addition, you may wish to compare GPLs from several funeral establishments in your area. Although additional services may be included, at a minimum, the GPL must include the price of each of the following basic services provided by the funeral establishment, along with the date the prices are effective and a description of the services:

Forwarding remains to another funeral establishment - May include embalming, removal of remains, minimum service of staff, necessary authorizations, and local transportation.

Receiving remains from another funeral establishment - May include minimum service of staff and transportation of remains to funeral establishment.

Direct cremation - May include basic services of funeral director and staff, a proportionate share of overhead costs, removal of remains, necessary authorizations, and cremation.

*(NOTE: Be sure to ask if the price for direct cremation includes the cost of the cremation itself and the cost of storing the body.)*

Immediate burial - May include basic services of funeral director and staff, a proportionate share of overhead costs, removal of remains, and local transportation to cemetery.

Basic services of funeral director and staff, including overhead.

Transfer of remains to funeral establishment - A flat fee may apply weekdays, nights, weekends, and holidays within a specific area, with mileage charges for transportation outside the area.

Embalming - Must include the following statement: "Except in certain special cases, embalming is not required by law. Embalming may be necessary, however, if you select certain funeral arrangements, such as a funeral with viewing. If you do not want embalming, you usually have the right to choose an arrangement that does not require you to pay for it, such as direct cremation or immediate burial."

Other preparation of the body—Services may be priced individually and may include dressing, make-up, casketing, hair care, post-

autopsy care, refrigeration, and reconstruction/restorative arts.

Use of facilities and staff for viewing.

Use of facilities and staff for funeral ceremony.

Use of facilities and staff for memorial service.

Use of equipment and staff for graveside service.

Hearse.

Limousine.

The range of casket prices that appear on the Casket Price List, including the price range for adult caskets, infant/child caskets, rental caskets, and alternative containers.

Either individual outer burial container prices or the range of outer burial container prices if the funeral establishment sells them.

Preneed agreements—A statement, on the first page, separate and apart from other information, that a person making funeral arrangements for a deceased person may receive, prior to the drafting of any contract, a copy of any signed preneed agreement paid for in full or in part, that the funeral establishment has in its possession.

#### COMPLAINTS

If you have a complaint about a funeral establishment, crematory, or State-regulated cemetery, try to settle it with management first. If you can't resolve the issue, call the Department of Consumer Affairs' Cemetery and Funeral Bureau at (800) 952-5210 or TDD (800) 326-2297, or (916) 574-7870, and request a complaint form. You can also download a [complaint form](#) online at [www.cfb.ca.gov/](http://www.cfb.ca.gov/).

Many complaints between the consumer and the licensee are resolved quickly. More serious complaints require a thorough investigation, and the Bureau will take action against the licensee if warranted. For complaints you are unable to resolve with cemeteries that are not under State jurisdiction, contact an official of the managing organization. Unresolved complaints about retail casket sellers should be directed to your local district attorney. You may also choose to pursue the matter in Small Claims Court or retain the services of private legal counsel.

#### GLOSSARY OF TERMS

Casket/Coffin - A box or chest for burying human remains.

Cemetery Property - A grave, crypt, niche, or defined area for scattering cremated remains.

Cemetery Services - Opening and closing graves, crypts, or niches; setting grave liners and vaults; setting markers; and long-term maintenance of cemetery grounds and facilities.

Cemetery Maintenance Standards - Establishes the minimum standards necessary to prevent the offensive deterioration of an endowment care cemetery licensed by the Bureau. Cemeteries must follow a minimum list of items (exception provided to certain items for natural condition sections), or may

choose to incorporate those items into their rules and regulations. Cemeteries must provide consumers with a written copy of their maintenance standards upon request.

Columbarium - A structure with niches (small spaces) for placement of cremated remains in urns or other approved containers. It may be outdoors or part of a mausoleum.

Cremation - Exposing human remains and the container holding them to extreme heat and flame and processing the resulting bone fragments to a uniform size and consistency.

Crypt - A space in a mausoleum or other building to hold cremated or whole human remains.

Disposition - The placement of cremated or whole human remains in their final resting place. A Permit for Disposition must be filed with the local registrar before disposition can take place.

Endowment Care Fund - Money collected from cemetery property purchasers and placed in trust for the maintenance and upkeep of the cemetery. The State monitors the fund and establishes the minimum amount that must be collected. However, the cemetery is permitted to collect more than the minimum to build the fund. Only the interest earned by such funds may be used for the care, maintenance, and embellishment of the cemetery.

Entombment - Burial in a mausoleum.

Fraternal Cemetery - A cemetery regulated by the Bureau that is owned, operated, controlled, or managed by any fraternal organization in which the sale of cemetery space is restricted principally to its members.

Funeral Ceremony - A service commemorating the deceased with the body present.

Funeral Services - Services provided by a funeral director and staff, which may include consulting with the family on funeral planning; transportation, shelter, refrigeration, and embalming of remains; preparing and filing notices; obtaining authorizations and permits; and coordinating with the cemetery, crematory, or other third parties.

Funeral Consumer Organization - See [Memorial Society](#).

Grave - A space in the ground in a cemetery for the burial of human remains.

Grave Liner or Outer Container - A concrete cover that fits over a casket in a grave. Some liners cover tops and sides of the casket. Other liners (vaults) completely enclose the casket. Grave liners minimize ground settling on the cemetery grounds.

Graveside Service - A service to commemorate the deceased held at the cemetery prior to burial.

Interment - Burial in the ground, entombment, or in the case of cremated remains, inurnment or scattering in a cemetery.

Inurnment - The placing of cremated remains in an urn.

Mausoleum - A building in which human remains are interred (entombed).

Memorial Service - A ceremony commemorating the deceased without the body present.

Memorial Society - A nonprofit organization that provides information about funerals and disposition but is not part of the State-regulated funeral industry. May also be called a funeral consumer alliance.

Niche - A space in a columbarium, mausoleum, or niche wall to hold an urn.

Private Cemetery - A cemetery regulated by the Bureau which is described as a burial park for earth interments or a mausoleum for crypt or vault interments and is owned and operated by a private corporation.

Public Administrator - The local governing body with jurisdiction over the assets of the deceased when there are no known next-of-kin or where the deceased is indigent.

Scattering Urn - A closed container containing cremated remains that will dissolve and release its contents within four hours of being placed at sea.

Urn - A container to hold cremated human remains. It can be placed in a columbarium or mausoleum, or it can be buried in the ground.

Vault - A grave liner that completely encloses a casket.

#### FOR MORE INFORMATION

The Bureau does not endorse or recommend any of the following organizations; however, they can provide additional information to you.

#### **Colleges of Mortuary Science**

[Cypress College Mortuary Science Department](#)

9200 Valley View Street  
Cypress, CA 90630-5897  
(714) 484-7270

[www.cypresscollege.edu](http://www.cypresscollege.edu)

[American River College Funeral Service Education Program](#)

4700 College Oak Drive  
Sacramento, CA 95841  
(916) 484-8432

[www.arc.losrios.edu](http://www.arc.losrios.edu)

#### **Consumer Advocacy Groups**

[Funeral Consumers Alliance of California](#)

P.O. Box 1945  
Turlock, CA 95382  
(650) 321-6584

[www.fca-calif.org](http://www.fca-calif.org)

[Funeral Consumers Alliance](#)

33 Patchen Road  
South Burlington, VT 05403  
(800) 765-0107

[www.funerals.org](http://www.funerals.org)

[Funeral Service Help Line](#)

13625 Bishop's Drive  
Brookfield, WI 53005-6607

(800) 228-6332

[www.nfda.org](http://www.nfda.org)

[Final Passages](#)

P.O. Box 1721

Sebastopol, CA 95473

(707) 824-0268

[www.finalpassages.org](http://www.finalpassages.org)

#### **Government Organizations**

Federal Trade Commission Local Office

of Consumer & Business Education

Washington, DC 20580

(877) 382-4357

[www.ftc.gov](http://www.ftc.gov)

California Department of Public Health

Vital Records – MS 5103

P.O. Box 997410

Sacramento, CA 95899-7410

(916) 445-2684

[www.cdph.ca.gov](http://www.cdph.ca.gov)

U.S. Department of Veterans Affairs

National Cemetery Administration

(800) 827-1000

[www.cem.va.gov](http://www.cem.va.gov)

Local District Attorney or Consumer

Affairs Office

(See Government section of your local phone book or search Internet listings.)

#### **Organ and Body Donation**

Donate Life California

3465 Camino Del Rio South, Suite 140

San Diego, CA 92108

(866) 797-2366

[www.donatelifecalifornia.org](http://www.donatelifecalifornia.org) (English)

[www.donevidacalifornia.org](http://www.donevidacalifornia.org) (Spanish)

Anatomical Donation Program

University of California

[www.ucop.edu/ad-program](http://www.ucop.edu/ad-program)

#### **Industry/Trade Associations**

[Association of California Cremationists](#)

P.O. Box 896

Los Alamitos, CA 90720

(562) 596-0464 (phone and fax)

(877) 936-7222

[www.accinfo.org](http://www.accinfo.org)

[California Funeral Directors Association](#)

One Capitol Mall, Suite 320

Sacramento, CA 95814

(800) 255-2332

[www.cafda.org](http://www.cafda.org)

[Cremation Association of North America](#)

499 Northgate Parkway

Wheeling, IL 60090-2646

(312) 245-1077

[www.cremationassociation.org](http://www.cremationassociation.org)

[Cemetery and Mortuary Association of California](#)

925 L Street, Suite 260

Sacramento, CA 95814

(916) 441-4533

[www.cmaccalifornia.org](http://www.cmaccalifornia.org)

[International Cemetery, Cremation and Funeral Association](#)

107 Carpenter Drive, Suite 100

Sterling, VA 20164

(800) 645-7700

[www.iccfa.com](http://www.iccfa.com)

[International Conference of Funeral](#)

[Service Examining Boards](#)

1885 Shelby Lane

Fayetteville, AR 72704

(479) 442-7076

[www.cfseb.org](http://www.cfseb.org)

[National Funeral Directors Association](#)

13625 Bishop's Drive

Brookfield, WI 53005-6607

(800) 228-6332

[www.nfda.org](http://www.nfda.org)

Green Burial Council

(888) 966-3330

ConsumerInfo@greenburialcouncil.org

[www.greenburialcouncil.org](http://www.greenburialcouncil.org)

#### **Other Bureau Publications**

[Preneed Q&A](#) pamphlet

[Peace of Mind](#) brochure