Douglass & Zook
FUNERALS | CREMATIONS

Consumer Information

1. State of California Consumer Guide to Funeral and Cemetery Purchases
2. General Price List
   - Casket Price List
   - Outer Burial Container Price List
   - Complete Funeral Package Prices
   - Cremation and Urn Prices

These prices are effective as of Tuesday, February 2, 2021

We regret that, due to the pandemic,
Douglass & Zook is currently unable to offer witnessed cremations.

Prices subject to change without notice. Please check with us for possible changes if your purchase is deferred. State and local taxes will be added where applicable.

Prior to drafting any contract for goods or 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.

We respect your privacy and will not sell your personal information. Your information will be used to periodically communicate with you about our offerings and events. Please check our Privacy Policy by visiting www.douglassandzook.com/privacy.

DOUGLASS & ZOOK FUNERAL AND CREMATION SERVICES
600 E. FOOTHILL BOULEVARD, MONROVIA, CA 91016 • FD 221

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WARNING: Floral arrangements that use floral foam can expose you to chemicals including formaldehyde, which is known to the State of California to cause cancer. For more information go to www.P65Warnings.ca.gov

WARNING: Jewelry, keepsakes, vases, metal urns, painted glassware and ceramics, tableware, ornaments and decorations can expose you to chemicals including lead and cadmium, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov

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Department of Consumer Affairs
Cemetery & Funeral Bureau

CONSUMER GUIDE TO FUNERAL AND CEMETERY PURCHASES

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- All copies are distributed free of charge.

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 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:

1. The written directions are clear and complete; and
2. 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.

(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.

Compare Prices and Services

First, visit and inspect several funeral establishments and 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 compare prices at several cemeteries and ask about their endowment care funds.(See Glossary of Terms, below). If a funeral establishment or cemetery is not being maintained to your satisfaction, take your business elsewhere.

Prearrangement

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.

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 Rule, which is available from the Federal 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/. 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 fi ling 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 fi ts 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

American River College Funeral Service Education Program
4700 College Oak Drive
Sacramento, CA 95841
(916) 484-8432
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/Index.html

Funeral Consumers Alliance
33 Patchen Road
South Burlington, VT 05403
(800) 765-0107
www.funerals.org

Funeral Service Help Line
13625 Bishop's Drive
Brookfield, WI 53005-6607
(800) 228-6332
www.nfda.org

Final Passages
P.O. Box 1721
Sebastopol, CA 95473
(707) 824-0268
www.finalpassages.org

Government Organizations

Federal Trade Commission Local Office of Consumer & Business Education
Washington, DC 20580
(877) 382-4357
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

U.S. Department of Veterans Affairs National Cemetery Administration
(800) 827-1000
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 (English)
www.donevidacalifornia.org (Spanish)

Anatomical Donation Program University of California
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

California Funeral Directors Association
One Capitol Mall, Suite 320
Sacramento, CA 95814
(800) 255-2332
www.cafda.org

Cremation Association of North America
499 Northgate Parkway
Wheeling, IL 60090-2646
(312) 245-1077
www.cremationassociation.org

Cemetery and Mortuary Association of California
925 L Street, Suite 260
Sacramento, CA 95814
(916) 441-4533

www.cmaccalifornia.org

International Cemetery, Cremation and Funeral Association
107 Carpenter Drive, Suite 100
Sterling, VA 20164
(800) 645-7700
www.iccfa.com

International Conference of Funeral Service Examining Boards
1885 Shelby Lane
Fayetteville, AR 72704
(479) 442-7076
www.cfseb.org

National Funeral Directors Association
13625 Bishop's Drive
Brookfield, WI 53005-6607
(800) 228-6332
www.nfda.org

Green Burial Council
(888) 966-3330
ConsumerInfo@greenburialcouncil.org
www.greenburialcouncil.org

Other Bureau Publications

Preneed Q&A pamphlet

Peace of Mind brochure

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DOUGLASS & ZOOK FUNERAL AND CREMATION SERVICES

600 East Foothill Blvd, Monrovia, CA 91016 FD 221

These prices are effective Tuesday, February 2, 2021

Prices subject to change without notice. Please check with us for possible changes if your purchase is deferred. State and local taxes will be added where applicable.

Prior to drafting any contract for goods or 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.

Compare Prices

The Federal Trade Commission and most consumer groups encourage consumers to get competitive prices before making major purchases. Douglass & Zook also encourages consumers to compare prices and services offered when buying cemetery property or funeral services.

The California Department of Consumer Affairs in the "Consumer Guide to Funeral and Cemetery Purchases," states: "Compare Prices and Services. First, visit and inspect several funeral establishments and compare services, casket 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 compare prices at several cemeteries and ask about their endowment care funds. If a funeral establishment or cemetery is not being maintained to your satisfaction, take your business elsewhere."

Mortuaries do not always use the same terms. When comparing mortuary or cemetery prices it is important that you ask what is included, or not included, in a quoted price. Our staff would be pleased to answer any questions you may have about our prices and services to help you make your comparison.

In addition to the mortuary charges, you may also have other expenses, which are usually referred to as "cash advance" items. These include such things as minister honorariums, certified copies of death certificates, and permit fees.

General Price List

We are pleased to provide you with our price information. We believe that you should be well-informed as to prices and requirements before making sometimes irreversible decisions, particularly when it may be during a period of emotional distress.

Our Counselors will try to explain anything you find confusing, but nothing they or anyone else may say should be taken as modifying or differing with the written words in this document and on the statement describing the funeral goods and services you select (Agreement). That Agreement will show, in as simple form as possible, your final selections, the prices, and what goods and services are included. You will be shown that Agreement before you sign it, and you will be given a copy to take with you. It is the final, authoritative statement of the arrangements you have made.

An invoice will be mailed to you later listing the goods and services you have purchased and the prices. If you request additions or deletions to the services you wish to purchase after you sign the Agreement, these changes will be shown separately on your invoice.

Basic Mortuary Service Package **$3,025**

Includes goods and services detailed under basic services and facilities, transfer, refrigeration, casket coach, and graveside service. This package does not include items such as caskets, care and preparation, flowers, and other cemetery fees.

Essential Cremation Package **$1,995**

Includes basic services and facilities, transfer, refrigeration, crematory fee, alternative container (2-000), brown plastic utility urn, death certificate, and permit. No additions or deletions to this package are permitted.

Funeral Packages

To help make funeral planning easier for you, Douglass & Zook offers several complete funeral packages. These packages provide you with a wide range of selections, options, and prices. Most importantly, they allow you to devote more time to personalizing the memorial service as you celebrate the life of the person you are honoring.

Each package is designed to provide a complete funeral, and includes mortuary and cemetery charges, as well as flower selections. A discount is applied to the casket selected within each package. There are packages that are appropriate for either traditional burials or cremations. Detailed descriptions of the mortuary services and caskets are included in this price list.

If you do not want to choose one of these complete funeral packages, you may choose individual items listed in this price list.

TRADITIONAL FUNERAL PACKAGES

	Complete Traditional Service	Graveside Reflection Service
Basic use of facilities and service of funeral director and staff	$1,450	$1,450
Transfer of deceased into our care	$450	$450
Embalming	$495	$495
Professional care and preparation	$295	$295
Graveside service at cemetery	Included	$550
Personalized funeral service for family and friends	$950	
4-Hr visitation at D&Z	$250	
Casket coach	$325	$325
Casket (choice)	$3,700	$2,200
Stationery products		$195
Personalized stationery products	$425	
Floral allowance	$400	$300
Death certificate processing	Included	Included
Permit ($12)	Included	Included
Itemized Package Price	$8,740	$6,260
Casket Discount	–$1,400	–$900
Total Package Price*	**$7,340**	**$5,360**

**Package prices do not include sales tax and DCA fee.*

To see displays of Douglass & Zook's complete funeral packages, visit Douglass & Zook.

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CREMATION PACKAGES

By selecting Douglass & Zook as your cremation provider, you are guaranteed that your loved one will be treated with the utmost dignity and respect. They will always be in our care, throughout the entire process, as we adhere to strict protocols to ensure that the entire process is seamless. With over 125 years of experience, you can rest assured that you have made the right choice in selecting Douglass & Zook.

We are here to help you create a service that you want to celebrate your loved one. Below are two packages to consider; one features a service prior to the cremation process, and the other is designed with the service after the process. Both of these packages should be seen only as a starting point, as we are here to guide and help you craft the service that perfectly fits your loved one. Share your ideas with us and we will make every effort to bring them to fruition.

	Cremation Funeral Service	Cremation Memorial Service
Basic use of facilities and service of funeral director and staff	$1,450	$1,450
Transfer of deceased into our care	$450	$450
Embalming	$495	
Refrigeration		$250
Professional care and preparation	$295	$295
Identification for immediate family, prior to cremation	Included	Included
Crematory fee	$685	$685
Personalized funeral service for family and friends in D&Z chapel	$795*	
Personalized memorial service for family and friends in D&Z chapel		$795*
Cremation casket	$1,095	$495
Urn allowance	$250	$250
Floral allowance	$300	$300
Death certificate processing	Included	Included
Permit ($12)	1 Included	1 Included
Itemized Package Price	$5,815	$4,970
Casket Discount	-$360	-$245
Total Package Price†	**$5,455**	**$4,725**

**Add graveside service: $155*
†Package prices do not include sales tax and DCA fee.

To see displays of Douglass & Zook's complete funeral packages, visit Douglass & Zook.

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MORTUARY SERVICES, COMMODITIES, AND FACILITIES AVAILABLE INDIVIDUALLY

This list does not include prices for certain items that you may ask us to buy for you, such as cemetery or crematory services, flowers, and newspaper notices. The prices for those items will be shown on your bill or the statement (Agreement) describing the funeral goods and services you selected. We charge you for our services in buying newspaper notices an amount which is not necessarily what the newspaper charges us; the amount will depend upon the paper and the length of notice. Douglass & Zook's charges for cemetery or crematory services and flowers are our regular retail prices. 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. If legal or other requirements mean that you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement (Agreement) we provide describing the funeral goods and services selected.

A casket or alternative container is generally required unless there is a transfer without common carrier to another funeral director. Each item shows the services to be rendered by our funeral service staff under that heading and the price for those services is included in the price of the item; there will be no added fee for the use of our funeral service staff besides the prices shown for the services selected.

Transfer of deceased to the mortuary including vehicle and personnel (within a 75-mile radius). You will not be charged for this if you provide delivery of the deceased to Douglass & Zook. **$450**
For more than 150 miles (round trip), additional charge of **$3.00** *per mile over 150.*

Embalming
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. You will not be charged for embalming if you do not select it. Preservative refrigeration is also available **$495**

Basic Services and Facilities includes a discussion with you and implementation of desired arrangements; preparing and securing signatures for death certificate; obtaining necessary releases and burial permit; clerical and staff personnel to prepare necessary documents; use of the mortuary building, and overhead. This fee for our basic services 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. There is no charge for assistance in preparing Estate Claims or Veterans Claims **$1,450**
(See "Immediate Burial" for price if you secure permits.)

Care and Preparation
Includes personnel, use of equipment and mortuary building for dressing, cosmetics, hair styling, and casketing **$295**

Visitation (embalming required)
Includes use of a standard visitation room for private viewing of deceased, and personnel to receive and care for visitors and flowers.

Up to four hours **$250**
1 day, during normal business hours up to 9:00 pm. **$350**
Each additional day **$350**
Overnight visitation; extended visitation from 9:00 pm - 8:00 am the following morning. **$695**
In-home viewing; includes bringing decedent to home/off-site location and picking up decedent after viewing. **$695**
to bring back to mortuary. Includes 75-mile radius round trip, **$3.00** each additional mile.

Preservative Refrigeration **$250**
For up to 3 days. *(Additional days at* **$75** *each.)*

Funeral Service in D&Z Chapel **$795**
Includes services of staff and clerical personnel, personnel to arrange and coordinate services, funeral service staff, recorded music, church care and maintenance, service personnel for ushering, and care of accompanying cards from donors.

Add graveside service **$155**

Funeral Service with Committal Service at Cemetery **$950**
Includes services of staff and clerical personnel, personnel to arrange and coordinate services; funeral service staff at church and place of interment; recorded music, church care and maintenance; service personnel for ushering, care of flowers and accompanying cards from donors; committal service at cemetery.

Vigil or Prayer Service
May only be added when a funeral service, memorial service, or graveside/nicheside service is selected.
Includes funeral service staff and all necessary vehicles.

In Douglass & Zook **$425**
Outside Douglass & Zook *(includes 75-mile radius round trip,* **$3.00** *each additional mile)* **$650**

Memorial Service in D&Z Chapel **$795**
Includes services of staff and clerical personnel, personnel to arrange and coordinate services; funeral service staff; recorded music; church care and maintenance; service personnel for ushering, care of flowers and accompanying cards from donors.

Add graveside service **$155**

Graveside/Nicheside Service **$550**
Includes services of staff and clerical personnel to arrange and coordinate services; services of funeral service staff; care of flowers and accompanying cards from donors.

Private Viewing
Our basic services and facilities include one private viewing. This can be arranged for max of 10 people, for up to 15 minutes.

Each additional private viewing. **$195**

Saturday Service **$250**
An additional charge for staff and use of facility for a funeral or memorial service held on Saturday.
Services are not held on Sunday.

Stationery Products . . . . . **$125 to $525**

Caskets
Adult caskets range from **$495** to **$8,500.** Infant and children caskets range from **$230** to **$1,170** (See included Casket Price List).
For cremation, cardboard containers (alternative container) are available from **$58 to $158.**

Cremation
Does not include required mortuary services.

Adult **$685**
Child, 12 years and under **$295**

Direct Cremation . . . . . **$2,253 to $3,138**
Our charge, including the cremation itself **($685)**, for a cremation without service includes "Basic Services and Facilities" and "Transfer." Cremation cannot take place until a death certificate is secured and filed and a burial permit secured. Embalming is not required. Cremation will be scheduled at Douglass & Zook's convenience. These charges do not include scattering at sea, or other disposition or memorialization after the cremation, or other cemetery charges such as Interment and Recording Charges, urn, memorial tablet, property, etc., which some people desire. 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 an outside covering). The alternative container we specify is heavy cardboard (fiberboard). You may also choose a casket for use in direct cremation; a complete list of casket prices is available.

	with refrigeration	*with embalming*
Direct Cremation	**$2,898**	**$3,138**
If purchaser provides an alternative container	**$2,835**	**$3,080**
If purchaser also delivers the deceased to Douglass & Zook	**$2,385**	**$2,630**
If purchaser also secures and delivers the permit to Douglass & Zook	**$2,253**	**$2,498**

Immediate Burial . . . . . **$1,893 to $3,215**
Disposition by burial without formal viewing, visitation, or service with the body present includes "Basic Services and Facilities," "Transfer," and "Casket Coach." Burial cannot take place until a death certificate is secured and filed and a burial permit secured. Burial will be scheduled at Douglass & Zook's convenience. These are mortuary charges and do not include cemetery charges such as property, Interment and Recording Charges, outer burial container, memorial tablet, etc. Embalming is not required. You may choose a casket other than the minimum casket included with immediate burial.

	with refrigeration	*with embalming*
Immediate Burial*	**$2,970**	**$3,215**
If purchaser provides a casket	**$2,475**	**$2,720**
If purchaser also delivers the deceased to Douglass & Zook	**$2,026**	**$2,271**
If purchaser also secures and delivers the permit to Douglass & Zook	**$1,893**	**$2,138**

**does not include care and preparation (which is required for viewing, visitation, or service)*

Insurance Assignment **$200**
If we accept a third-party life insurance policy as a pending form of payment, a processing fee will be charged.

Casket Coach (hearse) **$325**
For more than 20 miles use (round trip), additional charge of **$3.00** *per mile over 20.*

Flower Van and Coordination **$125**
For more than 20 miles use (round trip), additional charge of **$3.00** *per mile over 20.*

Motorcycle Escort (Required for processions on city streets/freeways)
Los Angeles/Orange County **$850**

Funeral Service for Child (twelve and under)
Held in Douglass & Zook **$225**
Held outside Douglass & Zook **$480**
Standard charges apply for other services and commodities.

Receiving Deceased from Another Funeral Director **$1,900**
Transportation to Douglass & Zook from airport, station, or other within 75-mile radius **($450)**
For more than 150 miles (round trip), additional charge of **$3.00** *per mile over 150.*
Other use of facilities, clerical and staff personnel, equipment and supplies, and other overhead **($1,450)**

Forwarding Deceased to Another Funeral Director **$2,845**
Transportation to mortuary within 75-mile radius **($450)**
For more than 150 miles (round trip), additional charge of **$3.00** *per mile over 150.*

Embalming (described previously)**($495)**

Basic Services and Facilities includes discussion with you of desired arrangements; preparing, securing signatures and death certificate; obtaining necessary releases and burial permit; clerical and staff personnel to prepare necessary documents; use of the mortuary building, vehicles, etc. There is no charge for assistance in preparing Social Security claims, Estate Claims, or Veterans Claims **($1,450)**
(See "Immediate Burial" for price if you secure permits.)

Transportation to airport/other location within 75-mile radius **($450)**
For more than 150 miles (round trip), additional charge of **$3.00** *per mile over 150.*

International Transportation
Full remains. $895
Cremated remains $695

Due to the complexities involved in coordinating the international transportation of remains, there is an additional charge for these services. There are additional charges for Consulate/Embassy fees and any Letters of Certification as well. These will be estimated at the time of your arrangement and entered as a Miscellaneous Cash Advance. Once final charges are available, we will either bill or credit your account.

Any air or rail transportation charges would apply in addition to this fee.

ADULT CASKETS

These prices are effective as of **Tuesday, February 2, 2021**. Please check with us for possible changes if your purchase is deferred. **ADULT CASKETS RANGE FROM $495 TO $8,500. INFANT AND CHILDREN CASKETS RANGE FROM $230 TO $1,170.**

THERE IS NO EVIDENCE THAT ANY CASKET REPRESENTED AS HAVING PROTECTIVE FEATURES, WHICH MAY INCLUDE A GASKET, WILL PRESERVE HUMAN REMAINS.

DESCRIPTION	PRICE
The Dalton (4-135) – Solid mahogany, dark high-gloss finish exterior, champagne velvet interior. ET, MD	$8,500
The Pembroke (4-20) – Solid cherry. Dark finish exterior. Choice of champagne or red velvet interior. Overlay embellishment options: Chinese Long Life or Orthodox Cross symbol. ET, MD	$8,500
La Pieta (4-176) – Solid maple wood. Medium finish exterior. Champagne velvet interior. Last Supper hardware. Includes La Pieta statue memento. ET, LS, MD	$8,500
The Princeton Copper (3-394) – 32 oz. copper, gasket. Available in (3-394S) silvertone copper finish with gunmetal shading exterior, silver velvet interior or (3-394C) light brown brushed copper finish exterior, champagne velvet interior. Includes medallion memento. LS	$8,500
The Aegean (3-460) – 32 oz. bronze, gasket. Available in (3-460BL) blue brushed finish exterior, champagne velvet interior or (3-460BR) brown brushed finish exterior, champagne velvet interior. ET, MD	$8,500
The Aberdeen (3-217) – 32 oz. bronze, gasket. Black brushed finish exterior. Champagne velvet interior. Includes medallion memento. LS	$8,500
The Tapestry Rose (3-350) – 32 oz. bronze, gasket. Violet brushed finish exterior. Moss pink velvet interior. ET, MD	$8,500
The Danieli (4-227) – Solid mahogany with burl walnut wood. Medium piano gloss finish with inlay detailing exterior. Ivory velvet interior. Includes medallion memento. LS	$8,500
The Renaissance (3-510) – 18 gauge steel, gasket. Available in (3-510WH) white finish exterior, ivory velvet interior, or (3-510BK) black finish exterior, silver velvet interior, or (3-510P) pink finish exterior, pink velvet interior, or (3-510S) silver finish exterior, ivory velvet interior. LS	$4,700
The Military (3-633) – 18 gauge steel, gasket. Available in (3-633NV) Navy, blue finish exterior, blue velvet with silver trim interior, or (3-633CG) Coast Guard, blue finish exterior, blue velvet with gold trim interior, or (3-633AF) Air Force, light blue finish exterior, blue velvet with silver trim interior, or (3-633AR) Army, black finish exterior, black velvet with gold trim interior, or (3-633MA) Marine, black finish exterior, black velvet with red trim interior. Includes engraved Lifestories medallion keepsake. MD	$4,700
The Blessed (3-728) – 18 gauge steel, gasket. White finish with gold shading exterior. White crepe interior. LS medallion memento included.	$4,700
The Star Quartz (3-737) – 18 gauge steel, gasket. Available in (3-737M) merlot brushed finish exterior, champagne sierra interior, (3-737BL) blue brushed finish exterior, woven ivory saffron interior, or (3-737R) red brushed finish exterior, woven ivory saffron interior. LS, MD	$4,700
The Sonoma (4-138) – Poplar wood. Dark finish exterior. Champagne velvet interior. LS, ET	$4,700
The Weston (4-29) – Poplar wood. Medium finish exterior. Rosetan crepe interior. ET, LS, MD	$4,700
The Sterling Rose (3-667) – 18 gauge steel, gasket. Silver finish exterior. Moss pink crepe interior. LS	$4,700
The Branson (4-174) – Poplar wood. Medium finish exterior. Brown woven saffron interior. LS, MD	$4,700

Available Personalization:
ET – Embroidered Tribute Panel
LS – Choice of LifeSymbols design or LifeStories medallion
MD – MemorySafe Drawert

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THERE IS NO EVIDENCE THAT ANY CASKET REPRESENTED AS HAVING PROTECTIVE FEATURES, WHICH MAY INCLUDE A GASKET, WILL PRESERVE HUMAN REMAINS.

DESCRIPTION	PRICE
The Midnight Silver (3-310) – 18 gauge steel, gasket. Silver and black finish exterior. Silver crepe interior.	$3,700
The Antique Blue (3-443) – 18 gauge steel, gasket. Blue finish with silver shading exterior. Light blue crepe interior.	$3,700
The Desert Sand (3-505) – 18 gauge steel, gasket. Brown finish exterior. Rosetan crepe interior.	$3,700
The Violet (3-736) – 18 gauge steel, gasket. White and mauve finish exterior. Pink crepe interior.	$3,700
The Carlyle (3-735) – 18 gauge steel, gasket. Available in (3-735M) merlot finish exterior with rosetan crepe interior, or (3-735G) granite finish exterior with rosetan crepe interior. Includes LifeView® Panel.	$3,700
The Chapman (4-06) – Solid poplar. Dark finish exterior. Rosetan crepe interior.	$3,700
The Divinity (3-398) – 18 gauge steel, gasket. White with gold shading finish exterior. White crepe interior. Available in (3-398LR) Our Lady of Rosary, or (3-398LG) Our Lady of Guadalupe, or (3-398JN) Jesus of Nazareth, or (3-398IM) Immaculate Heart of Mary.	$3,700
The Solomon (5-12) – Hardwood with Star of David. Medium finish exterior. Rosetan crepe interior. All wood traditional casket.	$3,700
The Antique Silver (3-738) – 20 gauge steel, gasket. Silver finish exterior. Ivory crepe interior.	$2,200
The Churchill (3-116) – 20 gauge steel, gasket. Available in (3-116BL) light blue finish exterior, light blue crepe interior, or (3-116P) pink finish exterior, moss pink crepe interior.	$2,200
The Mandarin (3-359) – 20 gauge steel, gasket. Dark brown finish exterior. Rosetan crepe interior.	$2,200
The Jacob (5-33) – Solid poplar with Star of David. Light unfinished exterior. Ivory crepe interior. All wood traditional casket.	$2,200
The Belmont (4-158) – Pine wood. Light satin finish exterior. White crepe interior.	$2,200
OVERSIZED CASKETS	
The Woodhaven Pecan (4-515) – Pecan wood. Medium finish exterior. Champagne velvet interior. Requires oversized outer burial container. ET, LS, MD	$6,000
The Weldon Poplar (4-510) – Poplar wood. Medium finish exterior. Rosetan crepe interior. Includes LifeView® Panel.	$5,200
The Sand (3-568) – 20 gauge steel, gasket. Brown finish exterior. Rosetan crepe interior. Includes LifeView® Panel.Requires oversized outer burial container.	$5,200
The Autumn Rose (3-566) – 18 gauge steel, gasket. Rose pink brushed finish exterior. Moss pink velvet interior. ET, MD	$5,200
The Merlot (3-567) – 18 gauge steel, gasket. Merlot finish exterior. Champagne sierra interior. LS, MD	$5,200
The Burlington (4-170) – Poplar wood. Dark mahogany stain finish exterior. Rosetan crepe interior. Requires oversized outer burial container.	$4,200
The McKinley (3-574) – 20 gauge steel, gasket. Available in (3-574BL) blue finish with spruce blue shading exterior, blue crepe interior, (3-574S) silver finish with dark gunmetal shading exterior, white crepe interior, (3-574W) white finish with gold shading exterior, white crepe interior or (3-574OR) Orchid finish with silver shading exterior, orchid crepe interior.	$4,200

Available Personalization:
ET – Embroidered Tribute Panel LS – Choice of LifeSymbols design or LifeStories medallion
MD – MemorySafe Drawert

ADULT CASKETS

These prices are effective as of **Tuesday, February 2, 2021**. Please check with us for possible changes if your purchase is deferred. **ADULT CASKETS RANGE FROM $495 TO $8,500. INFANT AND CHILDREN CASKETS RANGE FROM $230 TO $1,170.**

THERE IS NO EVIDENCE THAT ANY CASKET REPRESENTED AS HAVING PROTECTIVE FEATURES, WHICH MAY INCLUDE A GASKET, WILL PRESERVE HUMAN REMAINS.

DESCRIPTION	PRICE
CASKET SELECTIONS	
The Riverside (2-81) – Navy blue gabardine covered wood exterior. White rayon interior.	$1,095
The Ventura (2-64) – Pink brocade covered wood exterior. Pink crepe interior.	$1,095
The Grandview (2-18) – Gray embossed cloth covered wood exterior. Ivory rayon interior.	$1,095
The Monterey (2-1) – Cloth covered wood, flat top. Available in (2-1G) gray-blue exterior, white rayon interior, or (2-1T) taupe exterior, rosetan crepe interior	$495
CREMATION CASKETS	
The Montgomery (4-126) – Poplar wood, dark finish exterior. Rosetan crepe interior. LS	$1,995
The Imperial (4-224) – Solid pine. Dark finish exterior. Light cream velvet interior. FOR CREMATION USE ONLY.	$1,995
The Seagrass (4-230) – Hand woven willow with flax rope handles and seagrass finish exterior. Natural cotton interior. Additional full lid provided. Comes with a Memorial Tree.	$1,995
The Clifton (4-24) – Poplar wood, medium finish exterior, Charpente rosetan crepe interior. Includes combo panel, LS medallion and LifeView® Panel.	$1,795
The Arden (4-145) – Hardboard. Medium finish exterior. Rosetan crepe interior. Includes Tree of Life wood panel.	$1,795
The Lyra (4-520) – Pine wood. Light finish exterior. Rosetan crepe interior.	$1,495
The Mission (4-119) – Solid poplar wood. Dark finish exterior. Rosetan crepe interior. Reversible overlay option. Includes LifeView® Panel. FOR CREMATION USE ONLY.	$1,495
The Highland (4-166) – Hardboard. Light finish exterior. Ivory crepe interior.	$1,295
The Sedona (4-180) – Hardboard. Light finish exterior. Raised flat top. Rosetan crepe interior.	$1,295
The Westvale (4-110) – Hardboard. Light flat top finish exterior. Rosetan crepe interior.	$1,095
The Monterey (2-1) – Cloth covered wood, flat top. Available in (2-1G) gray-blue exterior, white rayon interior, or (2-1T) taupe exterior, rosetan crepe interior	$495
Premium Alternative Container (2-204) – Heavy cardboard box with small pillow and minimal liner. FOR CREMATION USE ONLY.	$158
Alternative Container (2-000) – Basic cardboard box. Only available as part of the Essential Cremation package. FOR CREMATION USE ONLY.	$58

Available Personalization:
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MD – MemorySafe Drawert

ADULT CASKETS

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THERE IS NO EVIDENCE THAT ANY CASKET REPRESENTED AS HAVING PROTECTIVE FEATURES, WHICH MAY INCLUDE A GASKET, WILL PRESERVE HUMAN REMAINS.

DESCRIPTION	PRICE
OVERSIZED CREMATION CASKETS	
The Rosebrook (4-144) – Poplar wood, medium finish exterior, rosetan crepe interior.	$1,995
SHIPPING CONTAINERS	
Infant Air Tray	$80
Container for Air Shipment	$230
Combination Transportation Tray (Combo Pack)	$250
Oversized Air Tray	$275
Ziegler	$735
Unlined Wooden Container	$1,100
Metal Lined and Sealed Wooden Container	$2,395

Available Personalization:
ET – Embroidered Tribute Panel
LS – Choice of LifeSymbols design or LifeStories medallion
MD – MemorySafe Drawert

INFANT AND CHILDREN CASKETS

These prices are effective as of **Tuesday, February 2, 2021**. These caskets are special ordered and may not be in stock. 24 hours might be needed to obtain casket and they are not available to be manufactured on weekends. We do keep a limited number in stock in several styles, sizes and colors. If you need one quickly, check with your counselor to see what is immediately available.

THERE IS NO EVIDENCE THAT ANY CASKET REPRESENTED AS HAVING PROTECTIVE FEATURES, WHICH MAY INCLUDE A GASKET, WILL PRESERVE HUMAN REMAINS.

DESCRIPTION	PRICE
7-280 – Flared square-flat, full-couch, fiberboard covered in white embossed cotton exterior, with white taffeta interior and imitation handles. (2ft.)	$230
7-281 – Flared square-flat, full-couch, fiberboard covered in white embossed cotton exterior, with white taffeta interior and imitation handles. (2ft 6in.)	$250
7-282 – Flared square-flat, half-couch, fiberboard covered in white embossed cotton exterior, with white taffeta interior and functional handles. (3ft)	$270
7-283 – Flared square-flat, half-couch, fiberboard covered in white embossed cotton exterior, with white taffeta interior and functional handles. (3ft 6in)	$285
7-284 – Flared square-flat, half-couch, fiberboard covered in white embossed cotton exterior, with white taffeta interior and functional handles. (4ft)	$295
7-285 – Flared square-flat, half-couch, fiberboard covered in white embossed cotton exterior, with white taffeta interior and functional handles. (4ft 6in)	$310
7-286 – Flared square-flat, half-couch, fiberboard covered in white embossed cotton exterior, with white taffeta interior and functional handles. (5ft)	$320
7-531 – 20 gauge steel, full-couch, gasket. Available in (7-531GL) white finish with gold shading exterior, gold stationary handles, white crepe interior; (7-531P) white finish with pink shading exterior, silver stationary handles and pink crepe interior; or (7-531B) white finish with blue shading exterior, silver stationary handles, blue crepe interior. All with angel corners. (2ft 6in)	$1,015
7-533 – 20 gauge steel, half-couch, gasket. Available in (7-533GL) white finish with gold shading exterior, gold stationary handles, white crepe interior; (7-533P) white finish with pink shading exterior, silver stationary handles and pink crepe interior; or (7-533B) white finish with blue shading exterior, silver stationary handles, blue crepe interior. All with angel corners. (3ft 6in)	$1,070
7-535 – 20 gauge steel, half-couch, gasket. Available in (7-535GL) white finish with gold shading exterior, gold stationary handles, white crepe interior; (7-535P) white finish with pink shading exterior, silver stationary handles and pink crepe interior; or (7-535B) white finish with blue shading exterior, silver stationary handles, blue crepe interior. All with angel corners. (4ft 6in)	$1,120
7-537 – 20 gauge steel, half-couch, gasket. Available in (7-537GL) white finish with gold shading exterior, gold stationary handles, white crepe interior; (7-537P) white finish with pink shading exterior, silver stationary handles and pink crepe interior; or (7-537B) white finish with blue shading exterior, silver stationary handles, blue crepe interior. All with angel corners. (5ft 6in)	$1,170
7-701 – Eyelet gingham, full-couch, octagon-shaped, raised rim with hinged top and white swing hardware. Pillow, blanket and keepsake heart included. Available in pink (7-701P) or blue (7-701B) gingham fabric interior and exterior. Ribbon detail. (2ft)	$320
7-702 – Eyelet gingham, full-couch, octagon-shaped, raised rim with hinged top and white swing hardware. Pillow, blanket and keepsake heart included. Available in pink (7-702P) or blue (7-702B) gingham fabric interior and exterior. Ribbon detail. (2ft 6in)	$360
7-703 – Eyelet gingham, full-couch, octagon-shaped, raised rim with hinged top and white swing hardware. Pillow, blanket and keepsake heart included. Available in pink (7-703P) or blue (7-703B) gingham fabric interior and exterior. Ribbon detail. (3ft)	$420
7-704 – Eyelet gingham, full-couch, octagon-shaped, raised rim with hinged top and white swing hardware. Pillow, blanket and keepsake heart included. Available in pink (7-704P) or blue (7-704B) gingham fabric interior and exterior. Ribbon detail. (3ft 6in)	$460
7-905 – Octagonal, half couch, white velvet exterior with swing bar hardware. Available in (7-905P) pink crepe interior or (7-905B) blue crepe interior. (2ft)	$310
7-906 – Octagonal, half couch, white velvet exterior with swing bar hardware. Available in (7-906P) pink crepe interior or (7-906B) blue crepe interior. (2ft 6in)	$345
7-907 – Octagonal, half couch, white velvet exterior with swing bar hardware. Available in (7-907P) pink crepe interior or (7-907B) blue crepe interior. (3ft)	$395
7-908 – Octagonal, half couch, white velvet exterior with swing bar hardware. Available in (7-908P) pink crepe interior or (7-908B) blue crepe interior. (3ft 6in)	$425
INFANT CREMATION CONTAINER	
7-200 – Handmade infant paper cremation container, crafted from bark of mulberry trees and flower petal inlay. (32")	$190

CREMATED REMAINS CONTAINERS

NAME	APPROX. DIMENSIONS (H)×(W)×(D)	PRICE
SINGLE CAPACITY URNS AND CONTAINERS FOR CREMATED REMAINS*		
Plastic Urn with Wrap (8-644)	6" x 3.5" x 8.5"	$100
Scattering Tubes (8-635 Dove, 8-635 Ocean)	12.5" x 5" x 5"	$100
Scattering Urn (8-634)	9.75" x 8.75" x 3.75"	$160
Butterfly Reflections Biodegradable Urn (8-003)	5" x 9" x 6"	$160
Honey Brown Cube Urn (8-562)	6.5" x 9.25 x 7"	$250
Regency Wood Urn (8-716)	5.75" x 10" x 5.75"	$250
Footprints in the Sand Biodegradable Urn (8-645)	9" x 7"	$250
Hartley Wood Urn (8-568)	6" x 7.25" x 10.25"	$295
Alder Wood Urn (8-338)	5.5" x 9.75" x 6.25"	$350
Cultured Marble Urn with personalization (8-649 GRN,WHT,GRY,NVY)	6.4" x 9.7" x 6.75"	$395
Military Wood Urn with Military Branch Emblem and personalization (8-573AF, AR, CG, FF, MA, NV, PO)	10.5" x 8" x 8"	$395
Footprints Oak Wood Urn with personalization (8-346FP)	10" x 5.75" x 5.75"	$395
Dove Oak Wood Urn with personalization (8-346DO)	10" x 5.75" x 5.75"	$395
Praying Hands Oak Wood Urn with personalization (8-346PR)	10" x 5.75" x 5.75"	$395
Tree of Life Oak Wood Urn with personalization (8-346TR)	10" x 5.75" x 5.75"	$395
Regal Painted Bronze Urn with personalization (8-349GRN, BL, M)	4.5" x 9" x 6"	$395
Brown Swirl Urn (8-653)	8" x 9"	$395
The Noble Urn with personalization (8-423BL, R)	11.9" x 6"	$395
Radiance Urn with personalization (8-130)	9" x 3.5" x 6.5"	$395
Classic Bronze Urn with personalization (8-362)	7" x 5.5" x 5.5"	$395
Salt Biodegradable Urn (8-758)	10.25" x 8"	$395
The Devotion Urn (8-106)	9.5" x 5" x 5"	$450
Classic Cross Wood Urn (8-614)	10.75" x 9.5" x 6.25"	$450
White Candle Urn (8-710)	5.9" x 8.66"	$450
Glade Mist Marble Urn (8-632)	7" x 10"	$450
Mosaic Wheat Urn (8-572)	11.7" x 7.25"	$450
Avondale Teal w/Butterflies Urn (8-620)	10.5" x 6.75"	$450
Avondale Slate w/ Leaves Urn (8-590)	10.5" x 6.75"	$450
Jade Urn (8-636)	10.75" x 8"	$495
Autumn Leaves Cloisonné Urn (8-648)	11" x 7"	$495
Security Urn (8-222)	9.5" x 3.5" x 6"	$495
The Imperial Urn with personalization (8-718)	7.5" x 11.875" x 7.875"	$495
The Laurel Wood Urn (8-374)	9.75" x 5.5" x 5.5"	$495
Floral Blush Cloisonné Urn (8-325)	9.2" x 6.8" x 6.8"	$495

*Models and prices subject to change without notice.

NAME	APPROX. DIMENSIONS (H)×(W)×(D)	PRICE
The Forever in Our Hearts Urn (8-640)	11.25" x 7" x 6"	$495
Dimensional Golf Cart Urn with personalization (8-368GC)	7.5" x 10" x 6.875"	$495
Dimensional Soaring Eagle Urn with personalization (8-368SE)	9.875" x 7.75" x 7.75"	$495
Our Lady of Guadalupe Urn with personalization (8-218)	9.875" x 7.75" x 7.75"	$495
Custom Wood Photo Image Urn with personalization (8-588)	9.5" x 7.5" x 7.5"	$595
Morgan Wood Urn (8-655)	6" x 10" x 6"	$595
Camden Urn (8-371)	6.75" x 10.25" x 8.5"	$595
Reflections II Maple Inlay Cherry Wood Urn (8-576)	6.5" x 10.25" x 8.25"	$595
Dogwood Bronze Chest Urn (8-574)	5" x 9" x 6.25"	$595
Flared Classic Aqua Glass Urn (8-658)	11.5" x 8"	$595
Flared Classic Rainbow Glass Urn (8-714)	11.5" x 8"	$595
Raku Pottery Urn (8-455)	Varies	$595
Bella Teal Glass Urn (8-707)	11.5" x 8"	$595
Bella Mauve Glass Urn (8-708)	11.5" x 8"	$595
Prince Blue Montreal Urn (8-723	9.5" x 8.75"	$695
Garden Montreal Urn (8-724)	9.5" x 8.75"	$695
Grace Urn (8-652G)	8.4" x 10.75" x 7.2"	$895
Emotion Urn (8-652E)	8.4" x 10.75" x 7.2"	$895
Moonlight Wood Urn (8-652M)	8.4" x 10.75" x 7.2"	$895
Dandelion Wood Urn (8-385)	8.5" x 8.188" x 8.188"	$995
Anthemis Brown Montreal Urn (8-726)	9.5" x 8.75"	$995
Leatherette Bronze Book Urn (8-377)	10.313" x 4.125" x 7.25"	$995
Alexandra Flower Inlay Urn with personalization (8-116)	4.5" x 10.625" x 7.125"	$1,295

COMPANION URNS*		
Everafter Companion Urn with personalization (8-429)	9.875" x 9.875" x 7.5"	$795
Dogwood Bronze Companion Urn (8-633)	8" x 9.75" x 6.25"	$795
Custom Wood Together Forever Companion Urn (8-618)	7.75" x 10.25" x 11.5"	$795

INFANT AND CHILDREN SIZE URNS*		
The Copper Box (8-001)	4" x 3" x 3"	$50
Solid Cherry Wood Infant Urn (8-140)	4.5" x 6" x 4"	$50
Blue Heart Urn with personalization – Includes white stand (8-144B)	4.2" x 4.5" x 2.5"	$120
Pink Heart Urn with personalization – Includes white stand (8-144P)	4.2" x 4.5" x 2.5"	$120
The Rainbow Wood Urn (8-135)	5.87" x 8.37" x 6.5"	$215

*Models and prices subject to change without notice.

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OUTER BURIAL CONTAINER PRICE LIST

These prices are effective as of **Tuesday, February 2, 2021.** Please check with us for possible changes if your purchase is deferred. 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.

ADULT FULL SIZE OUTER BURIAL CONTAINERS RANGE FROM $895 TO $16,995. INFANT AND CHILDREN OUTER BURIAL CONTAINERS RANGE FROM $175 TO $195. CREMATION OUTER BURIAL CONTAINERS RANGE FROM $350 TO $875.

DESCRIPTION	PRICE
CREMATION VAULTS	
The Duravault	$350
The Monticello Vault	$450
The Venetian Vault	$550
The Cameo Rose Vault	$775
The Bronze Triune Vault	$875
FULL SIZE OUTER BURIAL CONTAINERS	
Duravault	$895
Continental Vault	$1,350
Venetian Vault	$1,495
Veteran Triune Vault	$2,595
Stainless Steel Triune Vault	$2,595
Cameo Rose Triune Vault	$2,595
Bronze Triune Vault	$3,495
Wilbert Bronze Vault	$16,995
OVERSIZED OUTER BURIAL CONTAINERS	
Oversized Duravault #6	$975
Continental #2	$1,595

Infant and children outer burial containers range from **$175** to **$195**.

We regret, that due to the pandemic, Douglass & Zook is temporarily experiencing a shortage of burial vaults. Douglass & Zook reserves the right to substitute outer burial containers composed of polypropylene when concrete containers are not available. No additional charge will be made in the event a substitution is required.

DESCRIPTION	PRICE
SUBSTITUTION STYLES	
Atlas Vault	$895
Concrete Lawn Crypt	$895