

## Pre-Sale/Basic Information - Caskets

### 1Q: Where are the caskets sold by CSN made?

All our CASKETS are supplied by Star Legacy Funeral Network and are manufactured in the USA. That includes the caskets component hardware and interiors.

### 2Q: Where will my casket ship from?

CSN and its casket supplier, Star Legacy, have warehouses throughout the country and we will deliver from the location closest to you based on the delivery zip code.

### 3Q: If I order from CSN when will my casket ship?

We understand that time is of the essence. Casket orders received, processed and approved by 12:00 PM Central Standard Time will ship the same day and will delivered the following day or second day before 5:00 pm local time, excluding weekends and holidays. After 12:00 PM, as a general rule, caskets will ship the next day. All purchases are subject to credit card approval before the order is valid. Credit card holds or declines can delay the orders beyond the stated delivery parameters. Additionally, Acts of God, weather-related conditions and states of emergencies can delay delivery beyond the stated delivery parameters.

In some parts of the country later shipping can be accommodated, but you must call CSN's customer services department or Star Legacy at 877-491-1122 (toll free) to confirm such shipping. We encourage all customers to contact Star Legacy customer service to confirm delivery prior to ordering at 877-491-1122.

### 4Q: What information is required to purchase a casket that is shipping to a funeral home?

We highly recommend that caskets be delivered directly to your Funeral Home or Mortuary. We will need the following information:

- First and last name: name of the deceased
  - Company name: name of Funeral Home or Mortuary
  - Address: address of mortuary
  - Phone Number: phone number of the mortuary
  - Name of contact person at Funeral Home or mortuary (optional, but recommended)

For the "Billing Address," enter the following information at checkout about the person or organization who is paying for the casket:

- First and last name: name of bill-to customer
  - Company name: bill-to company name (if there is one)
  - Address: bill-to address
  - Phone Number: bill-to phone number

**5Q: Will funeral homes accept the casket that we order from CSN?**

Yes, the Federal Trade Commission (FTC) requires funeral homes to accept any casket purchased from an outside source, including CSN, without charging you any additional fees for doing so – including delivery charges, service fees, unloading fees. Further, they cannot increase the fees for services they provide if you do not purchase a casket from them.

**6Q: Will the funeral home charge a fee to use the casket?**

No, State and Federal laws prohibit any additional fees from being assessed or added to your casket purchase by a funeral home or for you choosing to use a casket NOT supplied by the funeral home.

**7Q: Will CSN deliver caskets to all states?**

We are presently shipping to the 48 continuous states. We do NOT ship caskets to either Alaska or Hawaii, due to the cost and delivery times.

**8Q: Do I need to be at the funeral home to receive the casket?**

You do not need to be present at the funeral home at the time of delivery. Specifically, Funeral Homes are required, under Section 453.4(b)(1) of the FTC Funeral Rule, to accept caskets on behalf of customers regardless of where that customer purchased the casket. CSN will arrange for casket delivery, Monday thru Friday (inclusive) during normal business hours through its authorized carrier Federal Express.

**9Q: Is there an additional shipping charge?**

**ANSWER TO THIS QUESTION TO BE SUPPLIED BY CSN.**

**10Q: Do I need to be at the delivery location if the casket is being delivered to a facility other than a funeral home?**

If you are ordering a casket to be delivered to a location other than a funeral home you must make arrangements for someone to be at the location to accept the casket at the time of delivery. NOTE: the casket is a rather large item weighing approximately 230 lbs and, if not delivered to a funeral home you must make sure arrangements are made to accept the casket, i.e.: lift gate, 2-3 people available for unloading, room for a semi-trailer to navigate the subdivision, appointment time set for delivery and any additional charges that may apply.

**11Q: Are there additional fees for delivery of a casket if it is other than a funeral home?**

**If it is a residential area ... (ANSWER TO BE SUPPLIED BY CSN)**

**12Q: What is the Funeral Rule?**

The Funeral Rule is a trade regulation and consumer protection rules developed by the FTC (Federal Trade Commission) that is designed to make it easier to “choose only those goods and services you want or need and to pay only for those you select, whether you are making arrangements pre-need or at need.”

For more information on The Funeral Rule, visit the FTC's website at <http://www.ftc.gov/bcp/rulemaking/funeral/index.shtm>.

**13Q: Can you tell me what the Funeral Rules says?**

A few of the salient and important parts of the rule are:

- You have the right to choose the funeral goods and services you want (with some exceptions) and the funeral provider must state this right in writing on the general price list.
- If state or local law requires you to buy any particular item, the funeral provider must disclose it on the price list, with a reference to the specific law.
- The funeral provider may not refuse or charge a fee to handle a casket you bought elsewhere.
- A funeral provider that offers cremations must make alternative containers available.
- You do not have to be at the funeral home at the time of delivery of a casket.

In short, the Funeral Rule means that the casket you purchase from CSN, or any other third party, must be accepted by the funeral home and they cannot charge you extra fees for handling the casket or services.

**14Q: What is the sales policy/guarantee?**

Due to the personal nature of this product line (caskets) all sales are final. CSN will only accept a return of a casket due to freight or cosmetic damage from shipping or manufacturing defects. Please contact Star Legacy at 877-491-1122 regarding any problems with your casket.

**15Q: Can I order a casket for preplanning purposes?**

Yes, as long as the casket is being shipped to your home or storage facility of choice. The order will ship within the stated delivery parameters on the site. *However, due to regulations and restrictions, we cannot hold on to any orders for future delivery.*

**16Q: Can we choose other colors or options?**

No. We are not able to deliver custom orders in a timely fashion at this time. We do, however, provide a wide range of caskets and interiors to choose from including the most popular designs, fabrics, materials and colors.

**17Q: What are the dimensions of a casket?**

Standard casket dimensions are interior 23" wide x 74" long x 12" high. Exterior dimensions are 28" wide x 83" long x 23" high.

**18Q: What are the shipping dimensions of a casket?**

The container size for a standard casket is 87"L x W32" x 29"H.

**19Q: Do you carry 'wide body' caskets, if so what are the dimensions.**

Yes, we do. We have several models available and they have an 'extra four inches' of interior width.

Wide body casket dimensions are interior 27" wide x 74" long x 12" high. Exterior dimensions are 28" wide x 83" long x 23" high.

**20Q: What is the casket made of?**

CSN's Star Legacy caskets are made using the highest quality materials, including 18 gauge steel, stainless steel, copper or bronze depending on the model. The interior's are also hand-sewn and manufactured in America.

## Ordering/Basic Information – Caskets

### 1Q: What information is necessary to place an order?

We highly recommend that caskets be delivered directly to your Funeral Home or Mortuary. We will need the following information:

- The name or description of the casket the customer desires
  - First and last name: name of the deceased
  - Company name: name of Funeral Home or Mortuary
  - Address: address of mortuary
  - Phone Number: phone number of the mortuary
  - Name of contact person at Funeral Home or mortuary (optional, but recommended)

For the "Billing Address," enter the following information at checkout about the person or organization who is paying for the casket:

- First and last name: name of bill-to customer
  - Company name: bill-to company name (if there is one)
  - Address: bill-to address
  - Phone Number: bill-to phone number
  - The day of the services

### 2Q: Are payments due at time of order, how do I pay for an order?

Payment is due at the time of sale. We can accept all major credit or debit cards and ....  
**CSN TO COMPLETE THIS ANSWER.**

## After Sale/Delivery Basic Information - Caskets

### 1Q. What do we do if we get a call from a Funeral Home and the casket is damaged?

If the casket is damaged upon arrival, the Funeral Home should take pictures and send via email to Star Legacy (customerservice@starlegacynetwork.com).

In addition, CALL IMMEDIATELY TO STAR LEGACY TOLL FREE @ 877-491-1122 so we may respond to the situation.

If it is obvious that the casket is unusable upon delivery, the Funeral Home should refuse the shipment and make a damaged notation on the Bill of Lading. Again, ***Star Legacy should be notified immediately (877-491-1122) and will follow through with***

***appropriate actions to ensure the customer's needs are met.***

Depending on the extent of the damage the customer should review and decide if the casket is usable and if they would be satisfied with a discount. If the damage is to an extent that the customer wants a new casket, Star Legacy will arrange for an expedited shipment to replace the damaged casket or make other arrangements.

Upon the delivery of the replacement casket Federal Express can at their discretion pick up the damaged casket and return it to the appropriate warehouse.

**2Q.What to do if the Funeral Home or customer calls and wants to know when the casket will be delivered?**

Customer service must look up the tracking # then call the local facility to have them locate the driver and get an estimated time of arrival.