## **Frequently Asked Questions**

#### Caskets

## 1. Where are the caskets sold by BJs.com made?

All our caskets are supplied by Star Legacy Funeral Network and all metal caskets are manufactured in the USA. That includes the caskets' component hardware and interiors. Wood caskets are imported and country of origin is noted in the descriptions.

## 2. Where will my casket ship from?

BJs.com 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.

## 3. If I order from BJs.com when will my casket ship?

We understand that time is of the essence. Casket orders received, processed and approved by 12:00 p.m. Central Standard Time will ship the same day and will be delivered the following day or second day before 5:00 p.m. local time, excluding weekends and holidays. Casket orders received, processed and approved after 12:00 p.m., as a general rule, 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 BJs.com customer service or Star Legacy at 877-491-1122 (toll free) to confirm such shipping. We encourage all customers to contact Star Legacy Funeral Network's customer service to confirm delivery prior to ordering at 877-491-1122 (toll free).

## 4. 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 funeral home or mortuary
- Phone number: phone number of funeral home or 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

## 5. Will funeral homes accept the casket that we order from BJs.com?

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

## 6. 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.

#### 7. Will BJs.com 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.

#### 8. 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. BJs.com will arrange for casket delivery, Monday through Friday (inclusive) during normal business hours through its carrier for caskets, Federal Express.

## 9. Is there an additional shipping charge?

The casket prices quoted include shipping. Please note that caskets have 2 individual prices: 1 for Standard Shipping (2nd Day) and 1 for Expedited Shipping (Next Day). Please call our customer service specialists at 877-491-1122 to confirm delivery days before ordering to make sure your selected delivery service is available in you area.

# 10. 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 to 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.

#### 11. 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 web site at www.ftc.gov/bcp/rulemaking/funeral/index.shtm

## 12. 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.

In short, the Funeral Rule means that the casket you purchase from BJs.com, 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.

## 13. What is the return policy/guarantee?

Due to the personal nature of this product line (caskets) all sales are final. BJs.com will only accept a return of a casket due to freight or cosmetic damage from shipping or manufacturing defects.

## 14. 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.

#### 15. 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.

## 16. What are the dimensions of a casket?

Standard casket dimensions interior are 74"L x 23"W x 12"H. Exterior dimensions are 83"L x 28"W x 23"H.

## 17. What are the shipping dimensions of a casket?

The container size for a standard casket is 87"L x 32"W x 29"H.

### 18. 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 4" of interior width.

Wide body casket interior dimensions are 74"L x 27"W x 12"H. Exterior dimensions are 83"L x 28"W x 23"H.

#### 19. What is the casket made of?

Star Legacy caskets sold by BJs.com are made using the highest quality materials, including 18 gauge steel, stainless steel, copper or bronze depending on the model. The interiors are also hand-sewn and manufactured in America.

## **Ordering/Basic Information - Caskets**

## 1. 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 funeral home or mortuary
- Phone number: phone number of funeral home or 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 that 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

### **After Sale/Delivery Basic Information - Caskets**

## 1. 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 them via e-mail to Star Legacy (customerservice@starlegacynetwork.com).

## In addition, call Star Legacy IMMEDIATELY toll-free at 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, FedEx can, at their discretion, pick up the damaged casket and return it to the appropriate warehouse.

## 2. What should be done if the funeral home wants to know when the casket will be delivered?

Call Star Legacy's customer service department at 877-491-1122. They will proceed to secure the approximate delivery time and relate the information to you.

#### Urns

## 1. What should I know before purchasing an Urn?

The main purpose of an urn is to protect the integrity of the cremated remains until final disposition or while it is in the custody of a person. Factors to keep in mind include:

- Where will the cremated remains be stored or held?
- How will the urn be used?
- When will final disposition take place?

- Do you want a portion of the cremated remains in multiple locations or retained by more than 1 person?
- Security concerns?
- Transportation concerns?
- What form of personalization and/or engraving is desired?

#### 2. What are urns made of?

Urns are typically constructed of bronze, copper, sheet metal, stone, marble, glass, porcelain, crystal and manufactured products such as plastic. Most adult urns have a capacity of approximately 200 or more cubic inches, large enough for average adult remains.

## 3. What should I do with my urn?

Urns containing cremated remains can be buried in a grave, placed in a crypt in a mausoleum, placed in a niche in a columbarium or kept at home or a special location.

### 4. Can I use an urn for scattering ashes/remains?

Yes, you can. Sometimes people wish to scatter cremated remains in a location that holds fond memories. In practicality, many of our urns are suitable for scattering purposes. After dispersal of the remains, the urn is often used to hold personal memorabilia of the deceased, such as a photo, ring, watch, lock of hair and more. The urn can also be used as a decorative vase to hold flowers. Scattering of cremated remains is most easily accomplished using an urn that has a top or bottom that unscrews or has a plate that releases using a standard screwdriver. NOTE: Be sure to check with local authorities before scattering remains.

## 5. How do I determine what size urn to purchase?

Urns usually state whether they are large/adult or another size. On BJs.com we have labeled all urns so it is easy to purchase the right size, including large/adult, child/infant, keepsake and keepsake heart. The capacity of the urn will be shown on each product page in cubic inches. As a general rule of thumb, 1 lb. before cremation equals 1 cubic inch of remains. For example, if a person weighs 175 lbs. prior to cremation, you'll need an urn that has a capacity of approximately 175 cubic inches. We offer human urns in large/adult, child/infant, keepsake and keepsake heart sizes.

NOTE: Keepsakes should be considered a "sharing" urn or memento. Keepsakes will NOT hold the remains/ashes of an entire person.

It is recommended that you put the remains into a sealable plastic bag and then put it into the urn. This way if children become overly curious or anything happens, it will be easy to replace the urn if you need to without losing any of the ashes. Also, if you choose to transfer the remains to another urn, it will be easier and minimize the chances of losing any remains.

## Keepsakes

Keepsakes are miniature urns. They allow family members and friends to share a loved ones remains as a personal heirloom. If internment, burial or scattering is chosen for the deceased, a keepsake is a personal way to remember the individual.

NOTE/IMPORTANT: A keepsake is NOT large enough to hold the remains of entire person and, as the name implies, is a small memento or keepsake.

## **Shipping Remains**

## 1. Can I ship cremated remains?

Yes. When shipping within the United States we recommend using the United States Postal Service. They are experienced in these matters and provide a tracking system and furnish receipts upon delivery.

All foreign countries have specific and strict requirements that must be followed. Check with the consulate office of the foreign country to which you are shipping and obtain a copy of their regulations. It is not advisable to ship cremated remains out of the United States to a foreign country using a mail service. Use only regulated carriers.

## 2. Can I ship cremated remains on airplanes?

Since 9/11, the Transportation Security Administration (TSA) requires urns carried onboard or in checked luggage to pass testing for explosive devices.

Carry-On: All carry-on items must pass through the x-ray machine. If the urn is made of a material that prevents the screener from clearly seeing what is inside, the container will not be allowed through security.

Checked Baggage: You may transport the urn provided it is successfully screened. TSA performs screening using a variety of techniques and if cleared, it will be permitted as checked baggage only.

## CHECK WITH THE AIRLINE BEFORE ATTEMPTING TO TRANSPORT AN URN IN CHECKED BAGGAGE.

When necessary, the cremated remains can be in a wooden or plastic urn for shipment. A heavy metal or lead-lined urn should be empty and unsealed in checked luggage. Upon reaching your destination, the cremated remains can be transferred from the wooden urn or plastic urn into the heavy metal urn. At all times during shipment, legal documentation and permits must be attached to the urn. NOTE: TSA agents are NOT required to open an urn containing remains, so be sure to call ahead to alleviate any problems.