

## Cemetery Consumer Tips

Read the terms and conditions of the contract before signing.

Ask the cemetery operator for a copy of the cemetery's Rules and Regulations. Be aware that you cannot opt out of the cemetery's Rules and Regulations.

Ask for a price list.

Be sure that you understand the cemetery's vault, monument/marker, and decoration policies. Ask about additional installation fees and the availability of veteran's markers.

Visit the grave, crypt, or other interment site before you purchase, pay attention to how well the cemetery is maintained.

Insist that any promise made to you be in writing on the cemetery's stationary and signed by cemetery personnel.

Before you enter into a contract or agreement, find out about any cancellation and refund policies.

Ask about all current and future prices and fees.

When you purchase a burial lot or grave, you are purchasing the right to be buried (interred) there, not the actual ground. Be aware that you may be required to pay additional fees for more than one interment in your burial lot or grave. (Known as additional rights of interment).

Find out if your interment rights or other merchandise and services can be transferred to another person, transferred for use at another cemetery, or bought back by the cemetery if you move. Check on costs for these transfers.

Insist that the merchandise and services that you purchase are itemized.

Ask to see a copy of the annual trust fund report. Endowed Care Cemeteries are required to have available for the public.

Be sure that the specific location of your lot, crypt, or interment right is clearly identified on your contract, purchase agreement or receipt. Compare the specific location with the property location identified on your conveyance document.

Ask if opening and closing fees are included in your purchase.

Include interment rights in your last will and testament by specific bequest.

Contact the Office of Endowed Care Cemeteries if you have a complaint or problem with a licensed cemetery.