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Owner: Sharon Mace, FDR 2379

General Price List

Effective April 9, 2012

Subject to change without notice

In order to assist with your arrangements and in compliance with Federal Trade Commission requirements, we have made this General Price List and Packaged Services available for your review. The goods and services described are those we can provide our families. You may choose any number of items that you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mandate that you purchase any items you did not specifically request, we will explain in writing the reason that it was necessary to purchase these items and services.

All persons making funeral arrangements are entitled to a copy of the "Consumer Guide to Funeral and Cemetery Purchases" from the California State Department of Consumer Affairs prior to drafting a contract for funeral services. We will provide one for you in compliance with this regulation. This publication is also available on the Internet at www.dca.ca.gov/cemetery.

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

Basic Professional Services of Funeral Director and staff.....\$995.00

This is the basic charge to each family we serve. This charge is for our professional expertise and includes, but is not limited to, a proportionate share of the taxes, licenses, utilities and business expenses necessary to service our families in a professional manner. Also included in this charge is the consultation with the clergy, cemetery or common carrier, planning the funeral or memorial service and placement of obituary notices. There will be an additional charge for the direction and supervision of each service requested or required. The fee for our basic professional service and overhead will be added to the total cost of the funeral arrangements you select. This fee is already included in our charges for Direct Cremations, Direct Burials, and Forwarding or Receiving Remains.

Service Packages

Service Packages are available to those who purchase ALL services and merchandise through *A Special Touch Funeral & Cremation Service*. You may add items to these packages at their additional listed prices. Service Package items declined **cannot** be deducted from the Service Package price. However, if you prefer, you may select only those items/services specific to your needs from the General Price List.

Traditional Funeral Service.....\$2,695.00

This package includes basic professional assistance of Funeral Director and staff; removal and transfer of remains (when a second staff member is required for the removal, an additional charge will apply); refrigeration of remains up to four days; dressing and casketing; use of Funeral Coach and driver; arranging for death certificate and permit; pictorial memory book, video, and 50 prayer cards. Casket, other related funeral merchandise, embalming, facility and cash advances are additional.

Traditional Funeral Service with Visitation.....\$2,995.00

This package includes everything included in the Traditional Funeral Service package plus a one-hour visitation period before the funeral service.

Traditional Service with Cremation\$3,295.00

This package includes basic professional assistance of Funeral Director and staff; removal and transfer of remains (when a second staff member is required for the removal, an additional charge will apply); refrigeration of remains up to four days; dressing and casketing; directed and supervised visitation and service (four hours complete); cremation casket (please see list of caskets available); use of funeral coach and driver, crematory fees, arranging for death certificate and permit; pictorial memory book, video, and 50 prayer cards. Other related funeral merchandise, urn, embalming, facility and cash advances are additional.

Direct Cremation with Memorial Service\$1,895.00

This package includes basic professional assistance of Funeral Director and staff; removal and transfer of remains (when a second staff member is required for the removal, an additional charge will apply); refrigeration of remains up to four days; directed and supervised service at local church (two hours maximum); crematory fees; heavy corrugated cardboard cremation container; arranging for death certificate and permit; pictorial memory book, video, and 50 prayer cards. Other related funeral merchandise, facility, urn and cash advances are additional.

**The Diamond Burial Tribute
\$5,999.00**

We are honored to be able to offer you this excellent funeral package at an unbelievable price. Complete - everything you need to provide your loved one with a fitting final tribute to a life well-lived. Includes the following:

- Professional Services of Funeral Director and staff
- Removal of deceased from place of death (if second staff member is required, an additional charge will apply)
- Embalming of deceased
- Dressing and Casketing
- Casket (over 30 to choose from in both metals and woods)
- Funeral Coach to church and cemetery
- Pallbearer Gloves and Boutonnieres
- Corsage or Boutonnieres for the Immediate Family Members
- Motorcycle Escorts -2 (Limit of 20 vehicles to a local cemetery. Additional charges apply if a bridge crossing is required)
- Limousine for family (3 hours)

- Casket flower spray in your choice of color and style
- 1 28-page hardbound memory book (requires 30 pictures from family)*
- 1 Video/DVD*
- Prayer Cards, 100 - laminated
- Acknowledgements
- Programs/Obituaries*:
 - 100 copies @ 4 page/each
- Guest Keepsake - up to 100
- Certified Copy of Death Certificate
- Burial Permit

*These items take 3 business days to complete. If pictures are not turned in within the time limit, rush charges will apply.

A **Diamond Cremation Tribute** package is also available for \$4,750.00.

This package is available to those who purchase ALL services and merchandise. Package items declined cannot be deducted from the package price.

Do you need a church? We can help with that, too.

Minimum Service Packages

Direct Burial.....\$1,695.00

This package includes basic professional assistance of Funeral Director and staff, removal and transfer of remains (when a second staff member is required for the removal, an additional charge will apply); refrigeration of remains up to four days; casketing of remains; use of Funeral Coach and driver for delivery to local cemetery and arranging for death certificate and permit. Casket, related funeral merchandise, and cash advances are additional.

Direct Burial with own container.....\$1,895.00

Direct Cremation\$1,095.00

This package includes basic professional assistance of Funeral Director and staff; removal and transfer of remains (when a second staff member is required for the removal, an additional charge will apply); refrigeration of remains up to four days; arranging for death

certificate and permit; crematory fees and cardboard cremation container. Urn, related funeral merchandise, cash advances, and other desired services are additional.

"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. The containers we provide are cardboard. You may provide your own as long as it meets the requirements of the crematory." \$1,000.00

Please Note: These services are offered at a discount price because we are able to provide all the services at our convenience. NO appointments will be made for specific delivery times at the cemetery; therefore a special trip is not required to expedite this process.

We make no promises as to when the cremation will take place, or when we can have the cremated remains ready for the family. This can usually be accomplished within 14 days.

If you choose to go outside the perimeters of these options, additional charges will apply.

Forwarding Remains to another Funeral Home\$1095.00

This package includes basic professional assistance of Funeral Director and staff; removal and transfer of remains (when a second staff member is required for the removal, an additional charge will apply); sanitary care of remains, coordination with airlines or common carrier and receiving funeral home; arranging for death certificate and permit; vehicle, driver and transportation to local airport. Casket and/or alternative container, related funeral merchandise, cash advances, airfare and other desired services are additional.

Receiving Remains from another Funeral Home\$1095.00

This package includes basic professional assistance of Funeral Director and staff; receiving of remains from local airport; transfer to storage until delivery to local cemetery. Casket, related funeral merchandise, cash advances and other desired services are additional.

Miscellaneous Charges

Care of the Deceased

A. Dressing, Casketing and Cosmetology:	\$250.00
B. Embalming - includes dressing, casketing and cosmetology:	\$795.00
C. Washing and Disinfection of unembalmed remains:	\$175.00
D. Care after autopsy or organ donation:	\$250.00
E. Refrigeration charge in lieu of embalming (to five days):	\$130.00
Refrigeration charge after five days (per day)	\$50.00
F. Pacemaker removal (required for all cremations):	\$75.00
G. Reconstruction (per hour):	\$150.00

Direction of Services and Use of Facilities

A. Supervised viewing of unembalmed remains (at storage facility, for 15 minutes, for up to 10 People, Monday - Friday 9:00am to 5:00pm only)	\$250.00
B. Visitation and services of Funeral Director/Staff in supervised visitation for one visitation period, (Monday - Friday until 5:00pm) 3 hours maximum	\$350.00
C. Services of Funeral Director/Staff in supervising and directing funeral in a local facility (three hours max)	\$325.00
D. Equipment and services of Funeral Director/Staff in supervising and directing graveside service at a local cemetery. (Two hours max)	\$225.00
E. Witness Cremation at storage facility in Castro Valley	\$325.00
F. Coordination of Reception/Repast	\$175.00

Transportation including Equipment, Services and Related Charges

A. Local removal and transfer of remains to funeral home:	\$250.00
B. Second attendant for removal:	\$150.00
C. Santa Clara, San Francisco or San Mateo Counties removal (additional):	\$125.00

D. Transportation outside local 20 mile radius of our office:	\$.75/mile
E. Use of Funeral Coach and driver:	\$300.00
F. Use of flower van and driver:	\$150.00
G. Transfer remains to/from San Jose, Oakland or San Francisco Airport:	\$250.00
H. Preparation and processing of consulate documents:	\$400.00
I. Delivery of cremated remains to local cemetery:	\$50.00
J. Overtime charges for Saturday and Sunday:	\$250.00
K. Shipment of plastic ash container by postal system:	\$75.00
L. Motorcycle Escort (each rider):	\$300.00
M. Limousine and driver (3 hours max):	\$500.00
N. Crematory Fee (in alternative container):	\$325.00
O. Crematory Fee (in wooden casket):	\$425.00
P. Scattering of cremated remains by outside contractor:	As Quoted

Service-Related Merchandise & Memorialization

A. Memorial Register Book:	\$20.00/up
B. Acknowledgement Cards (box of 25):	\$10.00
C. Memorial Folders (100 printed/4 pages):	\$300.00
D. Casket Panel Inserts:	\$95.00/up
E. Keepsake Urns:	\$4.95/up
F. Prayer Cards (100 printed, no photos):	\$75.00
G. Laminating of Prayer Cards (100):	\$50.00
H. Floral Arrangements:	As Quoted
I. Newspaper Obituaries:	As Quoted

Cash Advances

A. Sales Tax on Funeral Merchandise:	8.75%
B. County Disposition Permit:	\$11.00
C. Certified Copy of Death Certificate in Alameda County:	\$16.00
In Contra Costa County:	\$17.00
D. Clergy Honorarium:	As Quoted
E. Organist or Cantor:	As Quoted
F. State of California Consumer Affairs Fee (for all cremations):	\$8.50

Casket, Urn and Alternative Containers

Adult Casket Price Range	\$1,900.00-\$5,400.00
Infant/Child Casket Price Range	\$395.00-\$395.00
Alternative Container's Price Range	\$79.00-\$185.00
Cremation Urns Price Range	\$20.00-\$595.00

A Complete price list is available, on request, at our office

Please Note: Special price considerations are available for infant and child services.
Please call.

All Cremations are done at:
Castro Valley Crematory, Inc.
21228 Redwood Road
Castro Valley, CA 94546
License #CR-49

Payment Policies

We take pride in being able to offer our families fair prices for funeral services. Thus, **we require accounts to be cared for at the time of the arrangement conference.** We accept cash, checks drawn on local banks, Visa, Master Card, and Discover card. Checks for funded pre-arrangements must be made payable to the insurance company underwriting the policy. Payment may also be made via:

- Financing through any finance company
- Insurance policies which are assignable to the funeral home. There will be charge of \$150 plus 5% of the claim for this service. Insurance policies that are less than 2 years old cannot be accepted as these policies are in a contestability period as required by California Law.

Any forwarding of remains requires payment 24 hours prior to shipping.

If there is any part of this policy you do not understand, please ask. Thank you.

Disclaimer of Warranties

The only warranty of the casket and/or funeral related merchandise sold in connection with the funeral service is the express written, if any, warranty granted by the manufacturer. *A Special Touch Funeral & Cremation Service* makes no representation or warranty regarding adult or child caskets and urns, and hereby expressly disclaims all warranties, expressed or implied, relating to the merchandise including, but not limited to, the implied warranties or merchantability and fitness for a particular purpose.

For more information on funeral, cemetery and cremation matters contact

Department of Consumer Affairs
Cemetery and Funeral Bureau
1625 North Market Blvd., Suite S-208
Sacramento, CA 95834
(916) 574-7870



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Sharon Mace, Licensed Funeral Director/Owner
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