

Privacy Policy

Roberts Funeral Service

We at Roberts Funeral Service know how important your privacy is to you. As funeral home operators, we have a professional and legal obligation to keep confidential all personal information we receive from you. Our relationship with you is founded on trust, and we are committed to maintaining that trust. For these reasons, we have created the following privacy policy. It confirms our dedication to protecting your privacy and maintaining the trust you have placed in us.

What this policy covers:

This policy covers our treatment of the personal information we collect from you.

Why we collect personal information:

The personal information that we collect is needed to:

1. Identify the purchasers and beneficiaries of Prepaid and At Need arrangements
2. Provide our services
3. Comply with legislative and regulatory requirements

How personal information is used:

1. We do not sell, barter, trade or give away the personal information you have provided to us.
2. We will only share your information with third parties if we are required to by law or you have either expressly authorized us to, or, if it is required for the provision to you of a service or product supplied by another business or organization as part of our services to you, i.e. cash disbursements. Information must be shared with media (to produce obituary notices) vault company, cemetery, monument company, clergy and other contracted services as part of our services to you. **Where applicable, funeral notices are posted on our web site as a service to you.** Law requires death registration and proof of death notices. If expressly stated by you, the account for services provided may be forwarded to a legal firm or insurance company, etc. for payment.

We take all reasonable precautions to ensure that your personal information is kept safe from loss, unauthorized access, modification or disclosure.

General Price List

"It's not the age of a man's business, but the service he renders that counts."



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"The Best That Heart and Hands Can Give..."

Our Mission Statement

Our mission is to be there when someone is in need; to be there no matter the time or conditions; to be there with words of comfort and concern; to be there to give guidance through the storm; to be there for the final tribute that honors a life... there is no higher privilege.

Our goal is to run a profitable premiere family owned and operated funeral home by servicing families locally, nationally and internationally. We offer specialized traditional and non-traditional arrangements, providing comfort and emotional support during your family's period of bereavement.

These prices are effective as of February 1, 2025. Prices are subject to change without notice.

PAYMENT POLICY

PAYMENT MUST BE SECURED 48 HOURS BEFORE SERVICES ARE RENDERED.

Payment may be made in cash or by cashier's check.
Payment may be made by assignable insurance policy to the funeral home.

1. Insurance policy must be in force after two or three-year contestable period.
2. Insurance policy must be presented at the time of the funeral arrangement.
3. **We use a 3rd party for funding insurance 5% will be added to the total service.**
4. Credit Card use we will charge a **3.5% processing fee.**

DISCLAIMER OF WARRANTIES

This funeral home makes no warranties or representation concerning products sold for the service. The only warranties, expressed or implied, granted in connection with the products sold with this funeral service are those expressed written warranties, if any, extended by the manufacturers thereof. As seller, we do not provide any extended warranty.

Professional Services

*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 and overhead.** If legal or other requirements mean you must buy any items you did not specifically ask for, we will explain the reason in writing on the statement we provide describing the funeral goods and services you selected*

BASIC SERVICES OF FUNERAL SERVICES AND STAFF \$2000.00

Our charge includes: conducting the arrangements conference; planning the funeral; consulting with family and clergy; shelter of remains; preparing and filing of necessary notices; obtaining necessary authorizations and permits; coordinating with the cemetery, crematory, or other third parties. In addition, this fee includes a proportionate share of our overhead costs. **. This fee for our basic services and overhead will be added to the total cost of the funeral arrangement you select. (This fee is already included in our charges for direct cremations, immediate burials and forwarding or receiving remains.)**

EMBALMING \$925.00

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 PREPARATIONS OF THE BODY

Bathing, handling, dressing, cosmetology and casketing of remains	\$300.00
Restoration when necessary (per hour)	\$300.00
Handling and dressing of remains for viewing without casketing	\$400.00
Required preparation for autopsied	\$350.00
Required preparation for organ donor	\$450.00

USE OF FACILITIES, STAFF AND EQUIPMENT:

Funeral Ceremony (Conducted at Funeral Home, another facility, etc.)	\$400.00
Visitation/Viewing (Conducted at another facility)	\$350.00
Visitation/Viewing (Conducted at Funeral Home) (Weekend and Holidays additional \$150.00)	\$200.00
Memorial Service (Conducted at another facility)	\$400.00
Memorial Service (Conducted in Funeral Home)	\$400.00
Graveside Service	\$400.00
Graveside Equipment (when necessary)	\$300.00
Sunday and Holiday Service Additional	\$250.00

AUTOMOTIVE EQUIPMENT (50 mile radius)

(All charges are based upon a 50 mile radius. Beyond this radius we charge \$3.50 per loaded mile.)

Local transfer of remains to funeral home	\$550.00
Hearse (Casket coach)	\$450.00
Limousine (7 passenger)	\$400.00
Additional Limousine (7 passenger)	\$350.00
Lead Car	\$200.00
Flower Car	\$200.00
Transfer of Remains for Organ/Body Donation	\$900.00

FORWARDING REMAINS TO ANOTHER FUNERAL HOME \$1975.00

Our charge includes: basic services of funeral director and staff; a proportionate share of overhead costs; removal of remains and embalming. Other preparation of the body, rites, ceremonies, transportation to common carrier, shipping charges and the air tray or combination unit prices are not included.

RECEIVING OF REMAINS \$ 2275.00

Our charge includes: basic services of funeral director and staff; a proportionate share of overhead costs; transportation of remains to the funeral home and to cemetery or crematory. Rites, ceremonies, additional transportation charges and merchandise are not included.

Air Tray for casketed remains:	\$300.00
Combination unit for non-casketed remains:	\$350.00

IMMEDIATE BURIALS \$2,625.00 - \$9,225.00

Our charge for an immediate burial (without cemetery) includes basic services of funeral director and staff; a proportionate share of overhead costs; removal of remains; and local transportation to cemetery. This charge does not include any other services or merchandise.

A. Immediate burial with casket provided by purchaser	\$2,625.00
B. Immediate burial with casket selected from our funeral home	\$2,625.00

(in addition to price of casket selected)

CASKETS \$ 1,245.00 to \$6,015.00

A complete casket price list will be provided at the funeral home.

OUTER BURIAL CONTAINERS \$1,230.00 to 7,225.00

A complete price list will be provided at the funeral home.

INFANTS AND BABY SERVICE (Age 0-3) No Charge

Removal from the place of death, embalming, disinfecting, bathing, cosmetics, dressing, casketing, an infant burial unit, private viewing/visitation, funeral coach to the church and cemetery, funeral/memorial service, graveside service. *Services not included in infant and baby services are as follows: Grave Opening/Grave plot; Newspaper Obituaries; Flowers; Limousine Service, service equipment, register book.*

CASH ADVANCE ITEMS

Evergreen or Woodland Cemetery

\$1558.10 {**Monday -Saturday**} before 3:00 P.M. (\$660 Open/Closing; \$780 Holidays and \$158.63 City Marker)

\$200.00 Additional after 3:00 P.M. unless it's a graveside service

Additional rates may apply for Holidays

Piedmont Memorial Gardens/ Parkland Memorial Park/ Gardens of Memory/ Oaklawn Memorial/ Forsythe Memorial

*Family needs to meet with cemetery officials

Church/Private Cemetery

Open/Close & tent service	\$875.00
Tent service only at cemetery	\$175.00
NC Death Certificates (per certified copy)	\$10.00
Barber/Beautician	\$100.00/\$150.00
Casket Spray	\$450.00 and up
Police Escort	\$180.00

BURIAL CLOTHING \$150.00 and Up

MISCELLANEOUS

Memorial Program (200 all color)	\$525.00
Memorial Program (200 all black & white)	\$325.00
Additional Memorial Program (set of 100)	\$80.00
Additional Picture for Memorial Program/over 17	\$5.00
Memorial DVD (75 pictures max)	\$300.00
Additional copies of the DVD	\$25.00
Register Books (Home/Church-Chapel)	\$75.00
Grave Marker	\$100.00
Rental Casket	\$770.00

CREMATION SERVICES

DIRECT CREMATION \$1,500.00-\$7,500.00

Our charge for a direct cremation (without ceremony) includes: basic services of funeral director and staff; a proportionate share of overhead costs; removal of remains; transportation to and from crematory; necessary authorizations; initial container to receive the cremains; and the cremation process. This charge does not include any other services or merchandise.

****Does NOT include Urn, Certified Copied of Death, Clergy, Musician, Newspaper Notice, Flowers and Programs.*

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 containers we provide are a cardboard container, the hardwood rental unit or the casket of the purchasers' choice.

A. Direct cremation with container provided by the purchaser	\$1500.00
B. Direct cremation with fiberboard container provided by the crematory	\$1875.00
C. Direct cremation with casket of purchaser's choice	\$1500.00
D. Any decedent that passes at home that is <u>NOT</u> under hospice care, licensed nursing home or referred to the Medical examiner will incur a charge of \$50.00 to have the medical examiner sign the death certificate.	
(in addition to price of casket selected)	

Crematory Fee (to be added to all cremation services selected) \$500.00

URNS \$100.00 to \$8000.00

A complete urns price list will be provided at RFS