

ALEXANDER FUNERAL HOME

1424 Statesville Ave., Charlotte, NC

704-333-1167

GENERAL PRICE LIST

February 20, 2025

The prices, packages and financing contained in this publication are effective February 20, 2025 but are subject to change without notice.

The goods and services shown in this price list are those we can provide to our customers. You may choose only those items you desire. However, **any 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 give you the reason in writing on the statement we provide describing the funeral goods and services you selected.

Charges incurred after execution of the contract, will be billed to your account. This includes, but is not limited to, extra reposing days, meals following the funeral not disclosed to us at the time of original arrangements, long distance and/or international phone charges, express postage, etc.

If you decide to purchase funeral merchandise (casket, outer burial container, urn, etc.) from a third party you will be ineligible for funeral package pricing. The service items you select will be at the a la cart rate and will include our full charge for basic services of Funeral Director, staff and overhead. As part of our procedures for documentation of the condition of remains , we reserve the right to photograph/video the remains. **Services held in our chapel may be video streamed at our discretion. Acceptance of a complementary photo book, flash drive or CD of your service taken at visitation, funeral/memorial service, repass or other funeral related events, constitutes your permission for us to use them in marketing (social media, television, newsletter, print ads, etc.) Your signed contract constitutes your acknowledgment and permission .**

Alexander Funeral Home, Inc., does not own or operate a printing company, cemetery, newspaper, flower shop (we do provide a way for you to order flowers through our website in association with local florists) or monument company.

If you choose to pay using life insurance you will be charged a 4% convenience fee.

Certified copies of death certificates are needed to process insurance claims and settle other estate matters. By statute NC certificates cost \$10 each.

You are responsible for providing us with the death certificates needed to process your insurance claim.

Normal Hours of Operation

Personnel are available 24 hours a day, 365 days a year to respond to your initial call. Once we receive a death call, we will contact you to see if you want your loved one embalmed. **If you desire a service with viewing embalming is recommended.**

Administrative office opens at 9:00 AM, Monday- Saturday, Closes at 5:00 PM, M-F, 4PM on Saturday. Office is open by appointment on Sunday.

Reposing areas are open until 7PM, Monday – Friday. Saturday, reposing areas are open until 6PM; Sunday, reposing areas are open , Noon until 5 PM. Reception desk closes at 5PM, Monday -Saturday. Reception is closed on Sunday.

It is our policy to remain open during most periods of inclement weather; however, where extraordinary circumstances warrant, due to weather or other unforeseen business interruption, the company reserves the right to close the facility and reschedule services.

During a health emergency all customers are encouraged to wear face masks and to observe social distancing. Face masks are to be worn in our vehicles at all times.

Basic Services of Funeral Director and Staff and Overhead \$3,500

Our services include: 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, or other third parties. In addition, this fee includes a proportionate share of our basic overhead costs. **This fee for our basic services 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, immediate burials, and forwarding or receiving remains.)**

Embalming \$600

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, such as direct cremation or immediate burial, that does not require you to pay for it. **A recent change in state law requires that after 24 hours in our custody a body must be refrigerated or embalmed. A custodial care/storage charge of \$85 per/day is assessed each day a body remains in our custody.**

Embalming of Infectious Disease Case \$950

We recommend embalming all infectious disease cases upon receipt regardless of final disposition to protect public health.

Transfer of Infectious Disease Case to funeral home \$350

Additional charges may be assessed based upon size and weight of deceased

Transfer of Noninfectious Disease Case to funeral home \$250

Other Preparation of the Body

Setting Features	\$30
Dressing	\$95
Casketing	\$125
Cosmetic application	\$75
Bathing un-embalmed remains	\$175

Wrapping un-embalmed remains	\$125
Reposing /Custodial care charge (per-day)	\$85
Removal of body from rental casket following ceremony	\$250
Viewing of unembalmed remains prior to cremation	\$200
Limited to a maximum of 18 persons over age 16	

Facilities and Equipment

Wake/Visitation in Our Chapel or Pavilion	\$900
Lying in state in Our Chapel or in other facility	\$900
Wake/Viewing at another facility	\$900
Funeral/Memorial Service in Our Chapel /Pavilion	\$900
Graveside with “undressed grave”	\$800
Off Premises Funeral or Memorial Service	\$975
Rental of Chapel for non funeral purpose	\$1,000

NOTE: A “dressed grave” includes tent, lowering device, cemetery grass, chairs, while an “undressed grave” includes only the lowering device and in some cases cemetery grass. In some circumstances cemetery chairs are omitted from a dressed grave.

Automotive Equipment

All charges are based upon locations within a 50 mile radius. Beyond this radius we charge \$4.25 per/mile.

Transfer of deceased to funeral home from place of death	\$250
Transfer of oversized deceased to funeral home	\$500
(plus any additional charges the funeral home might incur)	
Transfer of deceased from common carrier, other funeral home	
Or crematory	\$200
Transfer of deceased for anatomical donation	\$500
Transfer of deceased for autopsy or ME exam and return	
To funeral home	\$250
Hearse (same day funeral)	\$525
Hearse (next day interment)	\$475
AFH Escort Vehicle	\$200
Mecklenburg Co. Sheriff Escort	\$200 + upcharge

Limousine (per vehicle, for funeral/memorial services)	\$150 per/hour
(Average funeral usage = 3 hours or \$450)	
Limousine (per vehicle, next day burials)	\$300
Flower vehicles (each)	\$200

Caskets \$245 to \$10,000

A complete price list will be provided at the funeral home and on our website

Outer Burial Containers \$550 to \$18,130

A complete price list will be provided at the funeral home and on our website

Forwarding Remains to Another Funeral Home (Domestic) \$2,618.63

Our charge includes: basic services of funeral director and staff; a proportionate share of overhead costs; removal of remains; embalming; and transportation to Charlotte Douglas International airport. No other service or merchandise is included in this charge. Shipping charges are determined by the carrier and are due in advance unless the receiving funeral home has agreed to pay COD.

Air Tray (casketed remains)	add	\$300
Oversized Air Tray	add	\$375
Combination Tray (body only)	add	\$400
XXL Combo (Special Order)	add	\$500
Ziegler Case (Metal, body only, domestic/international) add \$1,000		
Casket : add retail price of casket selected		

Receiving Remains from Another Funeral Home \$2,825

Our charge includes: basic services of funeral director and staff; a proportionate share of overhead costs; transportation of remains to funeral home from Charlotte Douglas International airport and to cemetery or crematory in Mecklenburg Co.. Additional services sold at retail.

IMMEDIATE BURIAL

\$3,000 to \$10,000

Our charges for immediate burial (without ceremony) includes: basic services of funeral director and staff; a proportionate share of overhead costs; removal of remains (up to 200 lbs.); and local transportation to cemetery.

Caskets are sold at retail with cost based upon your selection.

Additional charges for removal based upon weight of deceased.

- ◆ 201 lbs. to 300 lbs. \$450
- ◆ 301 lbs. to 500 lbs. \$1,000
- ◆ 501 lbs. and up \$2,500

⇒ Immediate burial with casket provided by the purchaser \$3,000

⇒ Immediate burial with alternative container \$3,500

DIRECT CREMATION

\$2565 - \$7329

Our charge for direct cremation (without ceremony) includes; basic services of funeral director and staff; a proportionate share of overhead costs; removal of remains; transportation to crematory; necessary authorizations. **It does not include the cost of cremation (which varies based upon the size of the deceased) or the cost of the cremation container.** Cremation must take place within 96 hours of our receipt of body. If process takes longer we will explain (most delays are because of problems with death certificate). Cremains are returned in nonpermanent "initial container", unless an urn is purchased/provided. (Note: Oversized individuals incur additional charges based upon weight & height)

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 sell are cardboard (Price ranges from \$50 to \$200).

- ◆ Direct cremation with container provided by purchaser \$2565
- ◆ Direct cremation with fiberboard container \$2810

The cremation weight class charges are:

- ◆ Adult cremation under 350 lbs \$280
- ◆ Adult cremation 350lbs to 499lbs \$490

A private viewing of the unembalmed body may be arranged prior to cremation. No minors may attend. Viewing limited to no more than twenty people and may last no longer than 60 minutes.

- ◆ Adult cremation 500 lbs to 699 lbs \$800
- ◆ Adult cremation 700 lbs and up \$1,200

In North Carolina a signed death certificate must be received from a legally authorized certifier before cremation can occur. If an additional medical examiner's authorization is required, their fee will be added as a cash advance item.

All bodies are weighed by the crematorium upon arrival. If the appropriate weight class was not originally assigned by us an adjustment in your charge will be made.

Once the cremains have been returned to us, you will have thirty days to pick them up or to arrange for another delivery method. We charge \$40 per/day storage starting on the day cremains are returned to our custody. We charge \$150 for Priority Express within the U.S., using the US Postal Service. **Thirty days after cremation, cremains will be considered to have been abandoned and will be disposed of under the provisions of GS 90-210.130. No other notice will be given. No exceptions.**

Hermes "Cremation then memorial" \$6,144.88

Includes our charges for basic services of funeral director and staff; a proportionate share of overhead costs; removal of remains; transportation to crematory; necessary authorizations; bathing & setting features; optional private viewing prior to cremation; memorial service in our chapel; return of cremains to family representative by USPS , \$500 urn allowance when urn purchased from us; photo collage in association with obituary on our website. **This package does not include limousine service, urn vault . You may add these services at standard retail prices.**

You must add cremation charge by weight class of deceased:

- ◆ Adult cremation under 350 lbs \$280
- ◆ Adult cremation 350lbs to 499lbs \$490
- ◆ Adult cremation 500 lbs to 699 lbs \$800
- ◆ Adult cremation 700 lbs and up \$1,200

Zeus "Traditional Funeral, rental casket, then Cremation" \$7,369.88

Includes our charges for basic services of funeral director and staff; a proportionate share of overhead costs; home set up (register stand, chairs, register book); removal of remains; embalming; other preparation of remains for viewing; casket rental; dressing and casketing; reposing, three days maximum; removal of deceased from casket following service; packaging of deceased for cremation; one limousine for transportation of five designated family members for funeral; deceased to lie in state on same day as funeral in same place as funeral; **if funeral is held outside of our chapel add \$525 hearse charge**; return of remains to designated family member by USPS; \$500 urn allowance on urns purchased from us. Please note that a \$50 charge will be added if the Medical Examiner requires an examination before cremation. **Not included in this package are programs, urn vault. You may add these or other services/merchandise at standard retail rates.**

You must add cremation charge by weight class of deceased:

- | | |
|--------------------------------------|---------|
| ◆ Adult cremation under 350 lbs | \$280 |
| ◆ Adult cremation 350lbs to 499lbs | \$490 |
| ◆ Adult cremation 500 lbs to 699 lbs | \$800 |
| ◆ Adult cremation 700 lbs and up | \$1,200 |

Earth Burial Packages

The packages are designed for individuals who are no taller than 6' 6" and no wider than 24" at the elbows and do not weigh more than 390 lbs. Appropriate adjustments will be made to accommodate oversized individuals. Please consult with your funeral director.

All prices other than immediate burial are based upon having the visitation and funeral at the same location with burial immediately following the funeral service. Night before visitations will incur an additional charge. **Packages are based on our best price. Declining a service item will not reduce the package price.** *If you ask for a particular good/service item not to be included in the package, a la cart (itemized pricing) will be used without any discount.*

The Basic \$9,506.02

Includes our charges for basic services of NC funeral director and staff; a proportionate share of overhead costs; removal of remains; embalming; cosmetics; three reposing days; dressing & casketing; funeral ceremony in Mecklenburg, Gaston, Cabarrus, Union Co., NC and York, Lancaster, Chesterfield Co., SC; hearse; one limousine (seven passengers); cemetery equipment(dressed or undressed grave), casket allowance (\$900), when casket is purchased from us; Monarch outer burial container; home equipment.

Not included: Sheriff escort, Cemetery charges, Use of chapel (\$800), Programs, SC licensee charges

The Graveside \$4,315 (Undressed) \$4,660 (Dressed)

Includes our charges for basic services of NC funeral director and staff; a proportionate share of overhead costs; removal of remains; embalming; cosmetics; two reposing day; dressing & casketing; funeral ceremony in cemetery in the following North Carolina counties of Mecklenburg, Gaston, Cabarrus and Union; South Carolina counties of York, Lancaster and Chesterfield; hearse; cemetery equipment (dressed or undressed grave); home equipment. **Additional services/merchandise at retail.**

Not included: Limousine service, cemetery charges, Casket, Outer burial container, Programs, Death Certificates, SC licensee charges

INFANTS AND CHILDREN UP TO 12 YEARS OLD

- A. Stillborn up to 3 months, cremation only (Note: Urn or additional services/merchandise sold at standard retail) \$400
- B. Up to 19" Cremation (Not to exceed 5 years old) \$700
- C. Up to 19" With 19" Combo Unit \$1,200
- D. Up to 24" With 24" Combo Unit \$1,439
- E. Up to 31" With 31" Combo Unit \$1,833

Note: Over 31" adult prices will apply

Direct Cremation Charges for Infants & Children

Still born to 3 months	\$325
4 months to 5 years	\$686

Infants and Children

19" Combo Unit	\$368
24" Combo Unit	\$560
31" Combo Unit	\$630

Joshua’s Promise Fund helps families that need assistance with funeral and burial arrangements for a child (up to age 18), who meets the following criteria:

- **No older than 18**
- **Congenital, development disability (Must provide proof)**
- **Household income can not exceed \$65,000 or proof of extreme financial hardship**
- **Resident of Mecklenburg County**
- **Statement from funeral home must accompany application for help**

To apply contact: First In Families of Mecklenburg Co., 4530 Park Rd., Suite 300, Charlotte, NC, 28209, 704 536 6661 x 437

International Forwarding of Remains **\$8,106.50**

Includes our charges for basic services of funeral director and staff; a proportionate share of overhead costs; transportation of deceased to the funeral home; embalming; cosmetics; up to 15 reposing days to allow for delays at Consulates' Office and/or airline; transfer of remains to funeral home; transportation of deceased to Charlotte Douglas International Airport; and five (5) certified death certificates. An allowance for postage, telephone & telegraph (PTT) not to exceed \$75; an allowance for fees charged by the receiving country, not to exceed \$100. **Any other goods or services contracted for will be added at standard retail.**

In order to ship you will need to purchase an hermitically sealed metal casket. Once you have made your selection this cost will be added.

Not included is postage and international phone charges exceeding \$75, receiving country charges to authenticate and/or translate documents exceeding \$100; air shipment charges (**Note: Air shipment charges are paid by the client directly to the airline either in cash or by credit card at the time of shipment.** These charges are based upon weight and distance and therefore cannot be determined in advance.)

Before a body can be shipped we will need: a certified copy of the death certificate; a statement from the health department that the body does not represent a transmission vector for infection ; all documents translated and authenticated by the receiving country's consulate(where required) and the passport/other identification documents of the deceased. Consulate processing times and hours of operation vary as do international flights. For some destinations be prepared for delays of up to three weeks from the time of death.

We will need the name, address, phone number and email of a responsible family member living in the receiving country. We will also need the name, address, phone number and email of the funeral firm handling the body in the receiving country, as well as the place of final disposition of the remains, (this goes on the death certificate)

Remains in our custody over ten days will incur an \$85 per/day custodial care charge.

Funeral customs vary by country, religious beliefs and regions of the world. Some customary procedures will incur additional charges. Please discuss with your funeral director for details.

All of our charges must be paid in full before the remains leave the country.

THE PAVILION @ ALEXANDER

Introducing a new fresh air experience. Pavilion services are designed to be less formal than the traditional Chapel service, but somewhat more structured than your typical graveside service. Think of a pavilion service as a small gathering of friends, where you are encouraged to share memories of the deceased. The gathering may be religious or secular; presided over by clergy or a non-clergy master of ceremonies.

There is no limousine service. Programs, if any, are typically provided by the family.

Friends and family simply gather at the appointed time. The immediate family is seated closest to the casket; others sit or stand as they desire. The pavilion is blue tooth enabled, which permits the family to play music, as desired. After the individual remarks, the officiant is encouraged to give 10 to 15 minutes of encouragement to the mourners.

Typically the body is committed at the pavilion. A procession to the final resting place is optional incurring an escort charge of approximately \$210, when going to a cemetery in Mecklenburg Co.. The remains are taken by Alexander Funeral Home personnel to the crematorium or the airport for transshipment.

The pavilion may also be used for a limited meal service immediately following a chapel service. (Note: Pavilion is also available for meetings, socials, etc.)

- **The Pavilion Basic (Casketed body present, burial, dressed grave) \$5,572.38 ; escorted procession \$5,782.38**
- **The Pavilion Basic (Casketed body present, burial, undressed grave) \$4,912.38; escorted procession \$5,132.38**
- **Meal distribution following chapel service \$300 + meal cost**
- **The Pavilion Cremation, then memorial \$2,654.50**
- **The Pavilion Cremation (casketed body present, cremation follows service) \$4,383.13**
- **The Pavilion Cremation (rental casket with insert, cremation follows service) \$4,842.56**

PAVILION FOOD SERVICE

Repass: (baked chicken, green beans, rice & gravy, rolls with butter, salad, dessert, tea & lemonade)

25 guests	\$800.00
50 guests	\$1,550.00
75 guests	\$2,325.00
100 guests	\$3,100.00

PLEASE NOTE: For clients interested in meal service only, a \$900 pavilion rental fee will be added to the prices listed above. Food service is as outlined above, no changes allowed.

Other Services and Merchandise

Consultation fee when disposition is not

Ultimately provided by our firm	\$1,500
Tent for Cemetery	\$325
Lowering Device for Cemetery	\$200
Chairs for Cemetery	\$120
Chairs for Home (8)	\$80
Register Stand for Home	\$40
Floral Badge for Home	\$25
Register Book (each)	\$25
Acknowledgment Cards (Box of 25)	\$25
Disinterment charges (\$275 per/hour, average 6 hours)	\$1,650
Memorial Photo Album	\$175
Remote Streaming (graveside/other facility)	\$700

Alexander Funeral Home Prepared Memorial Programs

We produce in house only simple book fold programs, with one picture.

Complete program must be in our hands by 1:00 PM, two days before date of funeral/memorial . Price quoted with one cover photo only.

See independent contractors for more photographs and program designs.

Outer Burial Container Price List

These prices are effective February 9, 2023. Prices are subject to change without notice. ***State or local law does not require that you buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these requirements.***

Polylinear (polyurethane)	\$ 550
Polyvault	\$925
Monticello, Lined, Concrete (Standard Adult)	\$2,035
Monticello Oversized (34 x 90)	\$2,405
Wilbert Salute (Suggested for military families)	\$2,109
Venetian	\$2,544
SST—Cameo Rose Double Reinforced Concrete	\$3,737
SST— Veteran	\$3,737
SST— Oversized	\$5,550
Copper Triune	\$6,068
Bronze Triple Reinforced	\$18,130
The Wilbert Bronze Triune	\$5,735
Concrete Grave Box	\$1,573
Monarch Standard Un-lined Concrete	\$1,721
Continental	\$2,276

Our vault supplier charges \$150 for holiday service. This fee is not included in our list prices and must be added.

If the service is outside of our primary service area a vault transfer fee will be assessed by the vault company.

Name plate, \$40 additional

Option A: 8.5 x 11, b & w, book fold	\$1.75@
Option B: 8.5 x 11, color, book fold	\$2.00@
Option C: 11 x 17, b& W, book fold	\$2.50@
Option D: 11 x17, color, book fold	\$3.35@

If you desire funeral or memorial programs that contain multiple photographs, special paper or folds, you will need to work directly with a printer. Printers determine their own prices for their services and are paid directly by you. One printer we have worked with is: **Trevino Moore, “Vistec Graphx”**, 704-377-6626 or 704-622-8896, email, Trevino@vistecfx.com.

For “**do it yourself funeral programs**”, go to <https://www.quickfuneral.com>. You can find pre-formatted funeral programs, memorial cards, etc.. If you order by 4PM, programs are shipped the same day. You will need a credit card to use this service.

Common Cash Advance Items Payable to Third Parties

Sheriff Escort (Credit Card + convenience fee)	\$209.19
Medical Examiner fee for cremations (when required by law)	\$60
Medical Examiner’s Custodial Care	\$40 per/day
Hairdresser/Barber	\$50
Certified NC Death Certificates (each)	\$10
Non-Certified NC Death Certificates (each)	\$1.00
Registration of Preneed Funeral Contract	\$20
Clergy Honorarium (cash, day of service)	\$300*
Musician Honorarium (cash, day of service)	\$275*

**These prices are included for informational purposes only and reflect charges typically seen paid to members of the clergy and musicians.*

Other Items

Ministers, musicians, printers, newspapers and cemeteries are essentially independent contractors, who set their own prices. We will happily assist you with coordinating with one of these outside parties, how-

ever, you will be responsible for rendering payments directly to them.

Funeral Merchandise Provided By You

Funeral merchandise provided by you, such as caskets purchased from a third party vendor, are provided at your own risk. When they are delivered to us we will inspect them and report to you any problems found, such as damage in transit or the wrong size

Alexander Funeral Home, Inc. makes no representation or warranties regarding caskets or outer burial containers. The only warranties, expressed or implied, granted in connection with caskets and outer burial containers sold are the express written warranties, if any, extended by the manufactures thereof. Alexander Funeral Home, Inc., hereby expressly disclaims all warranties expressed or implied, relating to caskets and outer burial containers, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

PLACING A NEWSPAPER OBITUARY

The process of placing an obituary into the newspaper has changed. The obituary information, including any photo, is uploaded to a third party website, Memorials.com, which makes a 2.5% convenience charge, for its placement service. Your submission is priced and payment by Visa, Master Card, Discover or American Express is required at the time of placement.

We will assist you by filling out the on line form with your information. You will need to provide the email address of a family contact, who will be emailed a proof and confirmation of the transaction.

As part of the process we place information about your loved one in the newspapers free index for one day; the run dates for the full obituary are selected, priced and paid for. To have your obituary run the day before the funeral/memorial service placement and payment must be made forty-eight hours before the date of the funeral/memorial service.

The transaction is between you and Memorials.com, we act to facilitate your obituary placement by uploading the information to the website on

your behalf. At the time the uploading process is completed you will need to provide your credit card information in order to pay for the transaction. **Under no circumstances will we include these charges as part of your funeral bill.**

ALEXANDER FUNERAL HOME WEB SITE

We will place basic information about the deceased and their services on our website at no charge. This includes a photo of the deceased.

ALEXANDER FUNERAL HOME PHOTO ALBUM ,PLAQUES & PORTRAITS

You may purchase a Memorial Photo album at the cost of \$175 each. Memorial portraits are \$180 each(15.5" W x 21.5" L, framed). Plaques retail for \$95 each.

CEMETERIES

Cemeteries require that they are paid in full 24 hours before burial/ entombment. Generally we do not include these charges as a part of our contract with you. However, in circumstances where you are paying with insurance that has a face amount large enough to cover our charges and the cemetery charges, we will allow it to be placed on our contract as a "cash advance". **For your insurance to qualify it must be non-contestable; assignable; have no outstanding policy loans. It can not be a group insurance policy or insurance derived from a pension plan.** Only beneficiaries over the age of 18 may assign insurance or contract for funeral services. Under no other circumstances will we cash advance cemetery charges. In general cemetery charges can not be guaranteed through a preneed.

Early/ Late arrival charges. The cemetery may add an additional fee for funeral services arriving at the cemetery 30 mins before or after its scheduled arrival time. The family will be held responsible for this fee.

FINANCING THE FUNERAL

Payment arrangements must be completed before services are performed.

We offer the following payment options:

Cash. See your “Statement of Funeral Goods & Services”.

Cashier’s Checks.

Money Order. NOTICE: In any case of NSF’s a \$40 fee will be applied.

Life Insurance. Insurance must be assignable (beneficiary must be of legal age), uncontested, free of loans or other encumbrances. Beneficiary needs to be present to sign assignment. If you do not have the policy, we will need: policy number, date of issue, beneficiary information, contact information for insurance company. If you are unsure of the beneficiary, ask your funeral director for the procedure to follow. **If we are unable to verify the beneficiary, the policy value or the policy is contestable (i.e., not yet two years old), we will be unable to accept it as payment. Services can not proceed until verification is obtained from the insurance company.** If we accept the policy and after filing the claim the insurance company advises that there is an outstanding policy loan or premium, you will be responsible for any deficiencies. Please note. The insurance proceeds belong to the beneficiary and the beneficiary is under no legal obligation to assign proceeds for the payment of funeral expenses.

Please note, not all group insurance plans honor assignments. If you plan to assign group insurance, we will have to verify that the insurance carrier accepts assignments. If we can not verify insurance, then other financing arrangements will have to be made.

Please do not contact the insurance company before we do; this may cause the company to “lock the claim”, which will prevent us from obtaining the information we need to verify your coverage. Remember, if we can’t verify coverage, the insurance can’t be assigned to cover funeral expenses and you may be required to make a cash payment.

RETIREMENT ACCOUNTS:

We do not accept payment through retirement accounts, ie, 401Ks, ROTH IRA, Bonds, pension plans, etc.

Major Credit Cards: Visa, Master Card, American Express, Discover; Positive identification required. We will make a photocopy of your identification. You may also pay directly through our website. In all situations a 4% convenience charge is assessed.

State Registered Preneed Plans: Any registered plan , even if contracted through another funeral establishment., that can be verified as transferable by the appropriate regulatory agency. Prior to crediting you, the status and amount of the preneed will have to be verified.

Out of state plans may be unverifiable under certain circumstances, i.e., if the original funeral establishment is out of business. Prior to crediting you, the status and amount of the preneed will have to be verified.

Immediate Out of Pocket Costs: Please be prepared to pay for these , third party vendor charges, directly. Newspaper Obituary Notices (credit card); Sheriffs Escort (certified funds); Florist if ordered through our website (credit card); **Death Certificates (\$10 @, certified funds);** Printers; Cemeteries required payment in full before burial.

Catholic Charities Diocese of Charlotte. If you have no means to pay for a funeral call 704 370-3219, 1123 S. Church St. Restrictions apply. (Graveside, Cloth Covered casket, service date/time determined by cemetery). Special arrangements have to be made for oversized individuals. As part of this process you will be asked to raise approximately \$800.

Veterans Administration

An honorably discharged veteran is entitled to receive free, a grave space(at a national cemetery, nearest one is Salisbury National Cemetery),concrete liner, opening & closing of grave, United States Flag, grave marker and military honors. Salisbury National Cemetery holds internments, M –F, between 9 AM and 2 PM. If indicated at time of internment of veteran, their spouse

can also be buried at no cost in national cemetery.

State Registered Preneed Plans: Any registered plan, even if contracted through another funeral establishment, that can be verified as transferable by the appropriate regulatory agency. Prior to crediting you, the status and amount of the preneed will have to be verified.

Out of state plans may be unverifiable under certain circumstances, i.e., if the original funeral establishment is out of business. Prior to crediting you, the status and amount of the preneed will have to be verified.

Victim Assistance.

Victims of crime may be compensated for financial losses that are not covered by their own insurance, workers compensation, Medicare or restitution payments. Every claim that is filed is investigated to be sure it meets the necessary criteria.

Every claim will be investigated to determine that a crime was committed that resulted in physical injury or death and that the victim did not contribute to his/her injuries or sustain the injuries while engaged in illegal activity.

The crime must have been reported to law enforcement within 72 hours.

You are eligible to apply for funeral benefits (\$10,000) if you are:

- ◆ A dependent of deceased victim
- ◆ A person who is authorized to act on behalf of a victim or dependent
- ◆ A third person who provided benefits to the victim or his/her family other than in the course or scope of his/her employment, business or profession.

The funeral expense benefit does not pay for flowers, grave markers and other items not directly related to the funeral service.

In order to process a funeral claim you will need:

1. A signed & notarized application (see your funeral director for application)

2. Copy of law enforcement report
3. Copy of death certificate
4. Signed copy of Itemized funeral bill

We will assist you in filing your application with the NC Department of Public Safety.

USING THE CHAPEL/PAVILION

Funerals , visitations and memorial services are booked as follows:

9:30 AM –10 AM, Visitation; 10AM - 11 AM, Service

11:30 AM - Noon, Visitation; Noon - 1PM, Service

1:30 PM - 2 PM, Visitation; 2 PM - 3 PM, Service

3:30 PM - 4 PM, Visitation; 4 PM - 5 PM, Service

5: 30 PM - 6PM, Visitation; 6PM - 7 PM, Service

These times have been set to give you time for a visitation, if desired, as well as a funeral/memorial service. Starting a service at 4PM will necessitate a next day burial, unless the final disposition is cremation or you have made arrangements with the cemetery for a late burial. Pavilion use is coordinated with Chapel usage to alleviate crowding. If you arrange meal service immediately following the main service, a maximum of 60 minutes is allocated.

MEDIA POLICY

AUDIO

Except for house music, played during visitation, audio may only be played directly from android or iPhone (this means no CD's, thumb drives, cassettes, etc.). A blue tooth connection will be provided.

VIDEO

Video presentations should be submitted 48 hours in advance of service. All video must be submitted on a USB drive.

INTERACTIVE VIDEO

All videos to be used as a part of the funeral service/visitation must be recorded in advance and delivered to us either on a USB thumb drive or emailed to us at afhreception1914@gmail.com, 48 hours before service.

STREAMING

Services may be viewed on our website, alexanderfunerals.com. We archive services for 90 days.

The cost for streaming from our chapel/pavilion is included in the chapel/pavilion charge. Beginning in July of 2024 closed captioning will be available with Alexander streams. Just hit the closed caption symbol.

PRENEED

For future reference, we offer prearrangement and prefinancing of funeral services. You can finance arrangements in advance with either cash payment or insurance assignment. Preneed payments can be made with cashiers check, money order or personal check (NSF charge \$40)

Note: There is a \$20 filing fee to set up your preneed.

North Carolina authorizes two types of contracts:

STANDARD

Think of this as a savings plan for a funeral. First, we price the goods and services that you want to purchase, as if the service were being held today. The figure arrived at is not guaranteed, because the contents of the trust will be credited against the cost of the funeral services/merchandise at the time of

need. If the trust does not contain enough to meet the cost at need, you will be required to make up the difference.

INFLATION PROOF

First, the goods and services that you wish to purchase are priced using to-days prices. The arrangement is not locked in, until you have fully funded it. If a death occurred before full funding is reached, the contents of the trust/proceeds of insurance, will be treated as a credit against prices at time of need.

If you are funding the arrangement with insurance, the funeral home must be named as beneficiary of the policy. Please list us as “Alexander Funeral Home, Inc. as its interest may appear”, this will ensure that we receive an amount up to, but not exceeding, the actual cost of our services.

If the policy lapses, so does the prearrangement.

When it is time to perform a fully funded arrangement, the funeral home provides the specified goods/services in exchange for the contents of the trust/insurance policy.

You may arrange for cremation through preneed. If this is done the survivors may not be able to modify the arrangement you selected.

Generally, we do not include cemetery charges as part of a prearrangement. This is because these charges increase over time and cemeteries, unless they have a separate trust program will not be bound by the price they quoted when your prearrangement was established.

If you have done a prearrangement at another funeral establishment and wish us to now handle your services, please talk with our prearrangement specialist about the procedure you will need to follow.

We also offer a guaranteed issue insurance funded prearrangement. This program lets you leverage your money by paying for funeral expenses in 3, 5 or 10 years. Premiums are based on the age of the insured.

REGULATORS

North Carolina Board of Funeral Service, 1033 Wade Avenue, Suite 108, Raleigh, NC 27605, 1 800 862-0636

North Carolina Department of Insurance, Dobbs Building, 430 N. Salisbury Street, Raleigh, NC , 1 800 546-5664

Federal Trade Commission-Southeast Region, Suite 1500, 225 Peachtree St., NE, Atlanta, GA 30303

Please note, our contracts show a 4% convenience charge for non-cash payment. Cash, means U.S. Currency or bank certified funds only. Consult your Funeral Director.

Credit card, debit card payments and life insurance are not considered cash.

THINGS TO REMEMBER

1. Contact your minister/church/ religious advisor about the order of service, music, time of service, etc.
2. Home service equipment consists of eight chairs, one register stand, one register book, one flower stand (usually placed on porch. The equipment goes to the home designated as the residence all family contacts will be directed to. Please call us if equipment has not been picked up within five calendar days after service.
3. Clothing for the deceased (under and outer garments) need to be in our hands two days (48 hours) before your first viewing. Please provide clothing with long sleeves and high collars for women. Shoes are necessary only if you are using a full couch casket (body can be viewed from head to foot).
4. Contact your florist or **order directly from our website at alexanderfunerals.com. If ordering through the website, Flowers By Lois, Grace's Florist or Stroud's Flowers will be**

responsible for the arrangement and its delivery to us.

5. Estates have to be probated through Clerk of Court
6. Social Security survivors benefit is \$255 for spouse living with deceased . Funeral home files appropriate notice to Social Security of death. No death certificate needed for this.

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1. As of October 1, 2020 the Mecklenburg Sheriff's Office uses an on line automated service to schedule funeral escorts. Payment will be due at the time escort services are booked, which must be a week before the funeral service, credit card payment only. For Saturday, Sunday, Monday escorts,

payment must be received by no later than 3:00 PM on Friday.

The Sheriff's Office has notified us that it will provide 2 escort cruisers. Escorts will wait 20 minutes from their requested time of arrival at the funeral . The procession must start for the cemetery **before the 20 minutes expires. Please advise mourners of the location of cemetery and encourage them to independently travel to that location if they wish to see cemetery committal.**

Please advise officiant/minister of the Sheriff's escorts arrival time and of the fact that if the service runs long the escort may leave. **If the escort leaves the family remains responsible for the Sheriff's charges. Sheriff does not refund payments.**

2. We must be advised in advance (no later than the arrangement conference) if you plan to fellowship after the funeral service. We will also need the location. If your church provides a meal before you go to the cemetery we need to know this in or-

der to arrange for the Sheriffs escort (if you ordered one). Most fellowship periods last from 45 minutes to an hour. If you do not advise us at the arrangement conference about your meal plans you will be billed.

3. Grooming of your loved one can be done by our staff of beauticians and barbers or you can arrange for your own person to do this. If you choose to use your own person they will have to coordinate with our embalming staff. **We are not responsible for any errors or omissions of your barber/beautician.** Please consult with your funeral director at the arrangement conference.

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1. A power of attorney terminates with the death of the person who delegated the authority. Health Care powers of attorney are slightly different, and must be read carefully to find out which provisions, if any, survive the death of the person who delegated the authority.
2. To accelerate payment of insurance policies, we may process them through a factoring company. A 4 % convenience charge will appear on your contract for this service.
3. Assignments for insurance are used to pay for your funeral services in some cases. **You are required to provide one certified copy of the death certificate for each insurance company .** We will obtain assignments only for the amount owed to the funeral home as stated in your contract. **Exceptions to this are Prearranged Inflation Proof contracts.** If you are depending upon insurance please remember that **we must**

obtain verification from the insurance company before a service can proceed. Generally insurance companies have a two year contestability period from date of issue.

All performed prearranged funeral contracts require a copy of a death certificate (certified (\$10) or uncertified (\$1.00)) as a part of the file as proof of death. This cost will appear on your contract.

4. The person who signs the contract with us is entitled to receive copies of all documents and is the person we seek guidance from when questions arise about matters relating to the service. This is also the only person/persons that can authorize us to allow anyone else to get information related to the funeral contract. Receipts are issued in the name of the person/entity making the payment.

5. We require positive identification of all parties signing our documents. This includes social security numbers, email addresses, work addresses and phone numbers; home addresses and phone numbers. We will make copies of your drivers license and/or state identification.

6. Before a loved one is open to the public for viewing the family is afforded an opportunity to view the casketed remains. This “first viewing” is held to identify any problem areas with appearance, dress, casket, etc., so that they may be corrected before the funeral/memorial service.

7. Payment arrangements must be completed before services are performed.

Our Phone: 704 333-1167

Our Fax: 704 333-1173

Web Site: Alexanderfunerals.com

Email: [Afhreception1914@ gmail.com](mailto:Afhreception1914@gmail.com)

AUTOPSY REQUESTED BY FAMILY

IN THE EVENT AN AUTOPSY IS NOT PERFORMED BY A HOSPITAL OR GOVERNMENT AGENCY THE FAMILY MAY ARRANGE FOR A PRIVATE AUTOPSY AT THEIR EXPENSE. **THE FOLLOWING FACILITIES MAY BE CONTACTED FOR A PRIVATE AUTOPSY,**

**PIEDMONT MEDICAL CENTER 803-329-1234,
UNC-CHAPEL HILL 984-974-1000, DUKE UNIVERSITY MEDICAL CENTER 919-626-8321 OR 1
800 633-3853.**

**WE OBSERVE THE FOLLOWING HOLIDAYS AND MAKE A
\$900 SURCHARGE ON FUNERAL/MEMORIAL SERVICES
HELD ON THESE DATES. PLEASE BE AWARE THAT CEMET-
ERIES CHARGES ARE HIGHER ON HOLIDAYS.**

STAFF HOLIDAYS

- | | |
|----------------------|----------------|
| • NEW YEARS DAY | • LABOR DAY |
| • DR. M. L. KING DAY | • VETERANS DAY |
| • MEMORIAL DAY | • THANKSGIVING |
| • JUNETEENTH | • CHRISTMAS |
| • INDEPENDENCE DAY | |

SPECIALTY ITEMS

**DOVE RELEASE: WE WILL ARRANGE FOR YOU
THROUGH A THIRD PARTY, CHARGES \$245**

HORSE DRAWN CARRIAGE: \$800

Replace with floral
QR code and other
info.

“CELEBRATE THE LIFE OF YOUR LOVED ONE”

ORDER FLOWERS AND GIFTS THROUGH

ALEXANDERFUNERALS.COM