



SPEAKS BUCKNER CHAPEL

GENERAL PRICE LIST

Arrangement Guide and Description of Services

Prices Effective February 1, and Subject to Change Without Notice

We believe it is in your best interests to have a clear understanding of the services available to you and of our fees for providing those services. To this end, we have prepared this guide. The goods and services shown herein 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. If you do not fully understand anything in this guide, or if you do not find a service you wish to consider, please let us know. We are here to help. Prices are subject to change without notice upon issuance of a new "General Price List."



Speaks Buckner Chapel

300 Adams

Buckner, MO 64016

816-650-5555

Mailing Address for All Chapels: Speaks Chapels, P.O. Box 259, Independence, MO 64051

www.speakschapel.com

WHY SELECT SPEAKS?

Our commitment to helping grieving families is expressed in everything we do. Here are some things we think you should know about us:

- Our prices are lower than our main competitors. We offer high levels of service, great facilities, and the finest staff in the area. Naturally, price and value are considerations for almost any family. For those wanting the greatest value, our goal is to provide the best, for less than you might think. **OUR VALUE MAKES A DIFFERENCE.**
- We believe that we have the finest staff possible, dedicated to providing the highest quality funeral service in the Kansas City area. They believe in our Statement of Values, Mission, Purpose, and Vision because they wrote it. And they genuinely want to help others. In today's hustle and bustle world, it's refreshing to find individuals with real values and a sense of purpose. **OUR PEOPLE MAKE A DIFFERENCE.**
- Our level of professional expertise is hard to match. We survey every family served and within the last 12 months each family returning a survey has said that they would recommend us to others. That puts a lot of pressure on us, but we exist to care for families as they grieve and celebrate life – every time, with every family. **OUR SERVICE MAKES A DIFFERENCE.**
- Families having a service at one of our chapels will feel comfortable knowing that everything will be just right. We believe we offer the finest facilities in the metropolitan area. With beautiful and comfortable locations, we have great spaces for gathering, visiting, and sharing. **OUR FACILITIES MAKE A DIFFERENCE.**
- We are involved in the community in all kinds of ways and participate in various programs and community service organizations, and members of our staff are active in many local churches and denominations. We do these things because of who we are and because we truly care. **OUR COMMUNITY INVOLVEMENT MAKES A DIFFERENCE.**
- We live and work in this community. We are proud to have served our community for over 88 years. If local leadership is important to you, you aren't alone. **LOCAL LEADERSHIP MAKES A DIFFERENCE.**

OUR TEAM STANDS READY TO ASSIST YOU



Bob Speaks, Second Generation



Brad Speaks, Third Generation



STATEMENT OF VALUES, MISSION, PURPOSE, AND VISION

Our staff worked hard on developing these guiding principles in how we approach our work. This statement of Values, Mission, Purpose and Vision helps us focus on what is truly important: the families we are honored to serve.

OUR VALUES

- ~ We exhibit care and compassion
- ~ We operate with honesty and integrity
- ~ We treat everyone with respect
- ~ We strive for accuracy and excellence
- ~ We work together as a dedicated team

OUR MISSION

The Speaks Way is to consistently provide families with services that exceed all expectations.

OUR PURPOSE

We exist to care for families as they grieve and celebrate life.

OUR VISION

We will help families to acknowledge and cope with the death of their loved one in positive and healthy ways.

ITEMIZED SERVICE FEES

We offer packages featuring substantial savings over our itemized prices that include additional services, for the best value in the area. Please refer to our package savings on subsequent pages for details.

TRANSFER OF REMAINS TO FUNERAL HOME (within 30-mile radius) \$695

Transportation from the home, care facility, or airport by our staff or transfer company.

BASIC SERVICES OF FUNERAL DIRECTOR AND STAFF \$3,395

Our basic service fee includes, but is not limited to, processing the initial request for services, sanitary care of the deceased, sheltering the deceased until public memorial activity or final disposition, consulting with the family or other responsible parties, preparing and filing legally required documents, placing local news obituaries, coordinating final disposition with cemetery or crematory (or arranging transportation of the deceased to or from mortuary in another locale), as well as general assistance, secretarial services, processing survivor benefit claims, and maintaining permanent records.

This basic fee also reflects each family's proportionate share of those fixed business expenses (overhead) associated with (1) having staff available at all times and (2) maintaining state-licensed facilities within which to process necessary arrangements. These overhead expenses include, but are not limited to, (a) a portion of employee salaries, health insurance, and payroll taxes, (b) a portion of building and grounds costs, utilities, telephone expense, property taxes and insurance, business taxes and insurance, as well as (c) inventory, equipment, and supplies.

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 of remains.)

EMBALMING \$995

Services of licensed embalmer, providing disinfection, preservation through the funeral, and care of remains. Fee includes the use of preparation room, equipment, and supplies.

Except in certain special cases, 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.

It is our firm's policy to require either embalming or a sealed casket if the body is to be present for indoor memorial activities, whether viewed or not, or to require embalming, refrigeration of the remains, or a sealed casket if the body is to be sheltered in our facility for more than 24 hours.

OTHER PREPARATION OF THE BODY \$390

Dressing, casketing, normal cosmetic preparation, and cost of hairdresser are included. An additional charge of \$150 will be applied for cases involving major restorative work or the special care of autopsied remains.

USE OF FACILITIES AND STAFF FOR VIEWING / VISITATION OR GATHERING \$490

Staff to coordinate preparations and welcome callers. Use of the visiting area itself as well as the public areas of the funeral home.

USE OF FACILITIES AND STAFF FOR FUNERAL CEREMONY \$590

Staff to coordinate preparations and direct service during daytime hours. Use of the chapel itself as well as the public areas of the funeral home.

Additional charges apply for evening services.

HEARSE (within 30-mile radius) \$495

Transports the deceased to the cemetery or airport.

FAMILY LIMOUSINE (within 30-mile radius) \$345

Carries up to seven family members, bringing them to the funeral home and returning them home.

FUNERAL DIRECTOR CAR (within 30-mile radius) \$0

When arrangements require the use of this vehicle the pallbearers are welcome to ride with the Funeral Director.

FLORAL DELIVERY VEHICLE (within 30-mile radius) \$0

When arrangements require it we will transport floral arrangements to one off-premise location after the funeral.

DOCUMENT DELIVERY VEHICLE (within 30-mile radius) \$0

To secure signed death certificate from the doctor and file with the local health department registrar.

TOTAL of all services as itemized. (See Packages to see your savings) \$7,395

BURIAL SERVICE PACKAGE

THE FAMILY LEGACY FUNERAL

\$6,890

Total Itemized Service Value of \$7,810 with a savings of \$920.

THIS PACKAGE INCLUDES:

- Transfer of Remains to Funeral Home
- Basic Services of Funeral Director and Staff
- Embalming
- Other Preparation of the Body
- Use of Facilities and Staff for Visitation
(Either the evening before or the day of the Service at our Chapel)
- Use of Facilities and Staff for Funeral Ceremony at our Chapel
or Off-Premise Location
- Funeral Hearse
- Family Limousine
- Funeral Director Car, Floral Delivery Vehicle, and Document Delivery Vehicle
- Custom Made Photo Tribute on DVD
- Customized Family Legacy Ceremony
- Chapel Backdrop



This service package, with the corresponding discount, is offered when the casket, outer burial container, and printed materials are purchased from us. We offer a broad selection of quality caskets and funeral-related merchandise at reasonable prices. Itemization will be used for those families choosing to provide their own casket, outer burial container, and printed materials. Additional charges such as special care of autopsied remains, major restorative work, or items of service may be added as itemized in this General Price List. Though all packaged services may not be utilized, the package savings typically exceeds the value of any unused services. Therefore, no deletions or substitutions permitted. This service package does not include the cost of funeral goods, sales tax, or third-party items.

WHAT MAKES A FUNERAL?

A contemporary funeral can be a modern celebration of life, or a traditional religious service, or a combination of elements. As one of the most meaningful and oldest of human activities, the act of having a funeral has always helped people in addressing the deep need to acknowledge life, love and connections lost. By framing grief and loss with appropriate ritual and ceremony, family and friends have the chance to gather, to remember, to pay tribute to the person who was a special part of their lives. Few things help in the healing process more than a meaningful ceremony that celebrates a life lived. A ceremony enables family and friends to gather, to remember, to pay tribute to the person who was a special part of their lives. It helps us to acknowledge the death and lifetime achievements of an individual while bringing grieving family members and friends together to allow them to say goodbye. Whether simple or elaborate, spiritual or not, private or open to the community, your ceremony can be arranged in any manner you choose. You may choose to play special songs, display photos and memorabilia, or invite family members and friends to share stories of how their lives were touched by your loved one. Our caring staff will focus on your wishes and help you create a ceremony that will be of value to you and your family.

TRADITIONAL CREMATION SERVICE PACKAGES

THE FAMILY LEGACY CREMATION (Body Present)

\$6,890

A value of \$7,665 with a savings of \$775.

THIS PACKAGE INCLUDES:

- Transfer of Remains to Funeral Home
- Basic Services of Funeral Director and Staff
- Embalming
- Other Preparation of the Body
- Use of Facilities and Staff for Visitation
(Either the evening before or the day of the Service at our Chapel)
- Use of Facilities and Staff for Funeral Ceremony at Our Chapel or Off-Premise Location
- Cremation of Remains
- Custom Made Photo Tribute on DVD
- Customized Family Legacy Ceremony
- Chapel Backdrop



This service package, with the corresponding discount, is offered with the purchase of one of our cremation caskets or the rental of our oakwood casket. This service package does not include the cost of other funeral goods, sales tax, or third-party items. Additional service charges may be added as itemized in this General Price List. No deletions or substitutions permitted. Additional charges such as special care of autopsied remains or major restorative work may be added as itemized in this General Price List.

BASIC LEGACY CREMATION (Body Present with Certain Items of Merchandise)

\$8,790

A value of \$9,680 with a savings of \$890.

THIS PACKAGE INCLUDES:

- Transfer of Remains to Funeral Home
- Basic Services of Funeral Director and Staff
- Embalming
- Other Preparation of the Body
- Use of Facilities and Staff for Visitation
(Either the evening before or the day of the Service at our Chapel)
- Use of Facilities and Staff for Funeral Ceremony at Our Chapel or Off-Premise Location
- Cremation of Remains
- Custom Made Photo Tribute on DVD
- Customized Family Legacy Ceremony
- Chapel Backdrop



- Rental Casket Valued at \$1,375
- Urn Valued at \$395
- Standard Register Package Valued at \$245

For your convenience, this service package includes certain items of merchandise. Additional items of service may be added as itemized in this General Price List. Though all packaged services may not be utilized, the package savings typically exceeds the value of any unused services. Therefore, no deletions or substitutions permitted. Sales tax and third-party items are not included. Additional charges such as special care of autopsied remains or major restorative work may be added as itemized in this General Price List.

CREMATION MEMORIAL SERVICE PACKAGES

THE LIFE CELEBRATION CREMATION (Body Not Present)

\$5,690

A value of \$6,350 with a savings of \$660.

THIS PACKAGE INCLUDES:

- Transfer of Remains to Funeral Home
- Basic Services of Funeral Director and Staff
- Use of Facilities and Staff for Visitation
(Either the evening before or the day of the Service at our Chapel)
- Use of Facilities and Staff for Memorial Service at Our Chapel
or Off-Premise Location
- Cremation of Remains
- Custom Made Photo Tribute on DVD
- Customized Family Legacy Ceremony
- Chapel Backdrop
- Legacy Urn Ark



This service package does not include the cost of funeral goods, sales tax or third-party items. Additional items of service may be added as itemized in this General Price List. Though all packaged services may not be utilized, the package savings typically exceeds the value of any unused services. Therefore, no deletions or substitutions permitted.

BASIC LIFE CELEBRATION CREMATION (Cremation with Certain Items of Merchandise)

\$6,690

A value of \$7,665 with a savings of \$975.

THIS PACKAGE INCLUDES:

- Transfer of Remains to Funeral Home
- Basic Services of Funeral Director and Staff
- Use of Facilities and Staff for Visitation
(Either the evening before or the day of the Service at our Chapel)
- Use of Facilities and Staff for Memorial Service at
Our Chapel or Off-Premise Location
- Cremation of Remains
- Custom Made Photo Tribute on DVD
- Customized Family Legacy Ceremony
- Chapel Backdrop
- Legacy Urn Ark



- Cremation Container Valued at \$675
- Urn Valued at \$395
- Standard Register Package Valued at \$245

For your convenience, this service package includes certain items of merchandise. Additional items of service may be added as itemized in this General Price List. Though all packaged services may not be utilized, the package savings typically exceeds the value of any unused services. Therefore, no deletions or substitutions permitted. Sales tax and third-party items are not included.

THE LEGACY GATHERING CREMATION (Body Present)

\$6,190

A value of \$6,855 with a savings of \$665.

THIS PACKAGE INCLUDES:

- Transfer of Remains to Funeral Home
- Basic Services of Funeral Director and Staff
- Embalming
- Other Preparation of the Body
- Use of Facilities and Staff for Visitation
- Cremation of Remains
- Custom Made Photo Tribute on DVD



This service package does not include the cost of funeral goods, sales tax, or third-party items. Additional service charges may be added as itemized in this General Price List. No deletions or substitutions permitted.

THE SIMPLICITY CREMATION SERVICE (Body Not Present)

\$4,790

A value of \$5,470 with a savings of \$680.

THIS PACKAGE INCLUDES:

- Transfer of Remains to Funeral Home
- Basic Services of Funeral Director and Staff
- Use of Facilities and Staff for Visitation
- Cremation of Remains
- Custom Made Photo Tribute on DVD



This service package does not include the cost of funeral goods, sales tax, or third-party items. Additional service charges may be added as itemized in this General Price List. No deletions or substitutions permitted.

THE CREMATION SERVICE RESOURCE

Speaks Chapels provides cremation services for only our client families. Many other firms use outside contractors to perform their cremations. We feel it is important to do the entire process ourselves. Unlike the typical Kansas City cremation society, we are a full-service cremation provider. As the Kansas City cremation experts, we help families become knowledgeable about the cremation process. Our cremation services are designed to help families celebrate life. As with all our efforts, we provide a high level of personal attention and support for those choosing cremation. By focusing on your wishes, we can help you create a simple and meaningful cremation service that will be of value to you and your family. Many families today want a service which celebrates the life of their loved one. We introduce them to the concept of a celebration of life and provide support in designing a celebration that is as unique as the life of their loved one. Celebrations of life can be anything you want them to be. Bring in those unique lifestyle and personality characteristics of the deceased; perhaps add live music or refreshments. There are many ways to personalize the experience and we are here to help you. We think that you will find that Speaks is the Kansas City area cremation provider which brings unparalleled integrity to each cremation. That is why we are the Kansas City area's cremation experts. Our cremation services are affordable and provide you and your family with the value you expect and deserve. You have our guarantee.

ITEMIZED SERVICE FEES

USE OF FACILITIES AND STAFF FOR MEMORIAL SERVICE \$590

A Service of Remembrance without body present. Additional charges apply for evening services.

USE OF EQUIPMENT AND STAFF FOR OFF-PREMISE SERVICE \$590

Funeral ceremony conducted at a church or other facility. Additional charges may apply.

USE OF EQUIPMENT AND STAFF FOR GRAVESIDE SERVICE \$690

Add this service for inurnment on ANY cremation service, or as a "stand-alone" graveside burial service when it is not a continuation of a ceremony at the funeral home or church. Additional charges may apply.

PRIVATE FAMILY VISITATION OR GATHERING \$490

When circumstances are such that the public will not be invited. Separate charges for public visitations.

USE OF FACILITIES FOR RECEPTION \$590

State rooms can be set up with tables and chairs for up to 50 people. Catering and wait staff are not included.

ADDITIONAL FEES FOR NON-STANDARD MEMORIAL ACTIVITIES

- | | |
|--|--------|
| 1. Saturday Visitation, Funeral, Memorial Service, Visitation, or Graveside | \$400 |
| 2. Evening (4:00 p.m. or later) or Sunday Funeral or Memorial Service | \$990 |
| 3. Evening Visitation or Funeral/Memorial Service at Off-Premise Location | \$590 |
| 4. Holiday Funeral, Memorial Service, or Visitation | \$1990 |
| 5. Graveside Service Immediately Preceding Memorial Service | \$690 |
| 6. Local Cemetery Service on Different Day or at a Different Hour than Funeral or Memorial Service | \$690 |
| 7. Additional Funeral or Memorial Service | \$590 |

NOTE: THESE FEES FOR NON-STANDARD MEMORIAL ACTIVITIES ARE ADDED TO APPLICABLE STANDARD SERVICE FEES, AND MORE THAN ONE OF THESE FEES MAY APPLY IN CERTAIN CIRCUMSTANCES, AS IN AN EVENING FUNERAL (\$590) WITH A SECOND FUNERAL SERVICE IN ANOTHER CITY (\$590).

ADDITIONAL TRANSFER OF DECEASED \$695

Additional transfer to medical facility or other location for autopsy OR to or from any other off-premise location.

STAFF AND AUTO BEYOND 30-MILE RADIUS

An additional charge of \$2.00 per mile for the total roundtrip mileage (outside a 30-mile radius) will be added to the stated local charge for each vehicle.

OVERNIGHT TRIP EXPENSE

If distance (a destination of 250 miles or more) or the scheduled hour of a service requires our staff to lodge overnight, a service fee of \$290 per night per staff person plus a reasonable charge for meals and lodging will be applied.

REFRIGERATION OF REMAINS (per day, when arrangements necessitate this service) \$50

EXTENDED CARE OF DECEASED (per day, or part thereof, after 6 days) \$100

CREMATION OF REMAINS \$695

Fee is only for the actual cremation process itself as a stand-alone item when ADDED to other arrangements. Our services in arranging for the cremation and/or attendant memorial activities are described elsewhere in this General Price List. This fee is already included in all of our Cremation Packages.

OAKWOOD RENTAL CASKET (fee includes the Rental Casket Insert) \$1,375

LEGACY CEREMONY (choose one of several special ceremonies) \$150

LEGACY BACKDROP (choose one of our custom scenes) \$70

LEGACY URN ARK \$70

Fee includes use of the Urn Ark in our Chapel or other location for Visitation, Memorial Service or Funeral, or for Inurnment Service at a cemetery (vehicle may be added at an additional cost).

PHOTO TRIBUTE \$195

A beautiful visual presentation comprised of the family's photos, set to music, to play throughout the visitation and as a special part of the service itself. Fee includes preparation of the tribute and one copy in DVD format.

PACKAGING AND SHIPPING OF CREMATED REMAINS (within the United States) \$195

CERTIFIED MAILING OF DEATH CERTIFICATES (within the United States) \$25

ADDITIONAL SERVICES

VISITATION WITH GRAVESIDE SERVICE (A value of \$7,345 with a savings of \$655.) **\$6,690 to \$20,580**

This service package, with the corresponding discount, is offered when the casket, outer burial container, and printed materials are purchased from us. It includes: Transfer of Remains to Funeral Home, Basic Services of Funeral Director and Staff, Embalming, Other Preparation of the Body, Use of Facilities and Staff for Visitation, Equipment and Staff for Cemetery Service, Hearse, and a Custom Made Photo Tribute on DVD. Additional charges be added as itemized in this General Price List. This package does not include the cost of funeral goods, sales tax, or third-party items. No deletions or substitutions permitted.

IMMEDIATE BURIAL (A value of \$4,780 with a savings of \$290.) **\$4,490 to \$18,380**

"Immediate Burial" is burial without any memorial activities, public or private. Alternative arrangements may be made as itemized in this General Price List. Our Immediate Burial services include: Transfer of Remains to Funeral Home (within 30-mile radius), Basic Services of Funeral Director and Staff, Hearse to Cemetery (within 30-mile radius), and Photo Tribute in DVD format. This package does not include the cost of funeral goods, sales tax, or third-party items.

1. Immediate Burial with casket provided by purchaser \$4,490
2. Immediate Burial with your selection of a casket from those we provide \$6,065 to \$18,380

DIRECT CREMATION (A value of \$4,980 with a savings of \$1,390.) **\$3,590 to \$12,580**

This minimal cremation arrangement occurs without any memorial activities, public or private. Alternative arrangements may be made as itemized in this General Price List. Our Direct Cremation includes: Transfer of Remains to Funeral Home (within 30 mile radius), Basic Services of Funeral Director and Staff, Attended Journey Cremation, Cremation of Remains, and Photo Tribute in DVD format. Funeral goods not included. No additions, substitutions, or deletions are permitted. Should memorial activities be desired, please see one of our cremation packages.

1. Direct Cremation with container provided by purchaser \$3,590
2. Direct Cremation with our Basic Alternative Container \$3,840

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 container we provide is cardboard. Or, if you prefer, you may choose one of our cremation caskets.

CHAPEL USAGE FEE **\$2,990**

This discounted offering includes Limited Basic Services of Funeral Director and Staff and Use of our Chapel for a day time Memorial Service OR Visitation when Speaks Chapels has not had the deceased in our care because of Anatomical Donation or Cremation at an out-of-state or other location. No deletions or substitutions allowed. Other services and funeral goods may be selected as itemized in this General Price List.

SERVICES CONNECTED WITH ANATOMICAL GIFTS

We are sometimes asked to assist those making anatomical gifts. Such gifts fall into two general categories:

1. Donation of the entire body for dissection in medical education and research.
2. Donation of certain organs for transplantation to other living persons.

Body donation normally necessitates memorial activities without the body present, while organ donation allows all the options for memorial activities available otherwise.

BASIC BODY DONATION SERVICES **\$990**

Includes Transfer of Remains to Anatomical Laboratory (within 30-mile radius) and Limited Administrative Services (assistance with preparation and filing of legally required documents and placement of obituary notices). If a memorial service is planned, services and funeral goods may be added as itemized in this General Price List.

FORWARDING REMAINS TO ANOTHER FUNERAL HOME **\$2,995**

This service includes the Transfer of Remains to Funeral Home (within 30-mile radius), Limited Services of Funeral Director and Staff, Embalming, Transfer to Airport (within 30-mile radius), and Shipping Container. It does not include other funeral goods, viewing, ceremony, or shipping charges. No deletions, additions, or substitutions are permitted. If funeral arrangements such as a viewing, visitation, or ceremony are desired, those arrangements must be made as itemized elsewhere in this General Price List. Additional charges such as Special Care of Autopsied Remains or Major Restorative Work may be added as itemized in this General Price List.

RECEIVING REMAINS FROM ANOTHER FUNERAL HOME **\$2,595**

This service includes the Transfer of Remains from Airport to Funeral Home (within 30-mile radius), Limited Services of Funeral Director and Staff, and Transfer to Cemetery (within 30-mile radius). It does not include funeral goods, visitation, Chapel service, or shipping charges. Additional charges such as Special Care of Autopsied Remains or Major Restorative Work may be added as itemized in this General Price List.

CHILD SERVICES

Fees for persons whose death occurs on or before their 15th birthday are detailed in the "Child Funeral Fee Schedule," which is available upon request, and which by this reference is incorporated into and made a part of this General Price List.

FUNERAL GOODS

CASKETS \$1,575 to \$13,890

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

OUTER BURIAL CONTAINERS \$1,375 to \$12,500

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

ALTERNATIVE CONTAINER \$250

URNS \$150 to \$3,200

A complete price list will be provided at the funeral home. NOTE: Some urns can be personalized with engraving for an additional charge.

URN VAULTS \$795 to \$1,995

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

PLASTIC TEMPORARY CONTAINER (to temporarily hold cremated remains until an urn is selected) \$25

PRINTED MATERIALS \$20 to \$500

LEGACY PACKAGE \$345

Includes our Finest Quality Register Book, 100 Standard Service Folders, 50 Acknowledgement Cards, 1 Laminated Bookmark

PREMIUM PACKAGE \$295

Includes our Premium Quality Register Book, 100 Standard Service Folders, 50 Acknowledgement Cards, 1 Laminated Bookmark

STANDARD PACKAGE \$245

Includes our Standard Quality Register Book, 100 Standard Service Folders, 50 Acknowledgement Cards, 1 Laminated Bookmark

BASIC PACKAGE \$195

Includes our Basic Register Book, 100 Standard Service Folders, 50 Acknowledgement Cards, 1 Laminated Bookmark

ALL ITEMS CAN BE PURCHASED INDIVIDUALLY:

REGISTER BOOKS \$100 to \$250

100 STANDARD SERVICE FOLDERS (includes 1 color picture or special poem) \$75 (Large custom folders can be added for \$150.)

50 ACKNOWLEDGEMENT CARDS \$20

100 CUSTOM PRINTED PRAYER CARDS \$75

1 LAMINATED BOOKMARK \$3

CUSTOM CAP PANEL (designed to customize the inside lid of the open casket) From \$300

COPIES OF PHOTO TRIBUTE (DVD or flash drive format) \$20

CRUCIFIX \$25

LEGACY TOUCH THUMBPRINT JEWELRY From \$85

MEMORIAL CREMATION JEWELRY From \$90

VETERAN'S HEIRLOOM FLAG CASE From \$195

MARKERS AND MONUMENTS From \$550

TEMPORARY GRAVE MARKER (to identify grave until a permanent memorial is selected) \$25

SHIPPING CONTAINER \$300

TRANSFER CASE (employed only when circumstances, such as disaster, require it) \$995

OPTIONS RELATIVE TO PAYMENT

At Speaks Chapels we do everything possible to keep expenses down while offering the highest quality funeral and cremation services available in the Kansas City metropolitan area. When comparing facilities, staff, and services, we believe you will find that we offer the best value available in the region. We invite comparison.

To help us maintain our high standards of care, all funeral and cremation services are treated as cash transactions. We are not in a position to provide financing, and your account is due and payable on the day that arrangements are made. In the event the decedent's funds are not immediately available, a member of the family will need to take care of payment and file their own claim for reimbursement with the estate.

Your Third-Party Items: When we distribute payments on your behalf to outside third parties such as a cemetery, newspaper, florist, clergy, musician, or for sales tax, etc., we require payment in the form of cash or check at the time of arrangements for these items. These are not our charges, and we do not accept credit cards for them. Payment in full is expected in order for us to advance the money on your behalf to outside parties.

Your Funeral Home Account: This is a cash transaction. Payment is due and payable on the day that arrangements are made. Payment may be made by cash or check, by Visa, Mastercard, Discover, or American Express, valid insurance assignment of a verifiable, assignable, non-contestable policy (processing fees apply), or by a fully funded Speaks or Ruppert-Brown pre-need plan.

SERVICE GUARANTEE

WE UNDERSTAND. The funeral service is a healthy experience that helps begin the healing process. Family and friends gather to share memories and offer support and to pay tribute to the life that has been lived. We understand the importance of a funeral or cremation service in that process, so we listen to your requests and help arrange a meaningful service according to your wishes. We believe your arrangements should be perfect and our quality service is backed by a written guarantee.

JUST LET US KNOW. If there's any part of our services that you are not pleased with, we want to know about it. Simply present a written notice of your dissatisfaction to our funeral home within seven days of the service. If we cannot resolve the issue to your complete satisfaction, we will refund your money for the specific part of the service you describe in the notice.

IT'S OUR POLICY. Your satisfaction is important to us. It's our policy to make sure you are completely satisfied with every aspect of the funeral service. That's why we offer our "Speaks From the Heart" Service Guarantee. It's one of the ways we show our commitment during your time of loss.

