

ARLINGTON NATIONAL FUNERAL HOME
5601 Arlington
Houston, Texas 77076-4526
(713) 692-5555 FAX (713) 692-0947

GENERAL PRICE LIST

These prices are effective as of November 1, 2016, but are subject to change without notice. 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.

MINIMUM SERVICES OF THE FUNERAL DIRECTOR AND STAFF:

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.) This fee includes the following:

Personnel available 24 hours a day, 365 days a year to respond to initial call.

Arrangement conference.

Coordinating service plans with cemetery, crematory, and/or other parties involved with final disposition of the deceased.

Clerical assistance in the completion of various forms associated with a funeral.

Securing and recording the death certificate and disposition permit.

Also covers overhead, such as facility maintenance, equipment and inventory costs, insurance and administration expenses, and government compliance.

\$ 1,895.00

PREPARATION OF THE BODY:

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.

Embalming **\$ 675.00**

Refrigeration (per day)
(It is the policy of our firm to require refrigeration of unembalmed remains after 24 hours) **\$ 250.00**

Other preparation of the body:
Our charge includes hairdressing, cosmetology and dressing and casketing. **\$ 275.00**

Special care for autopsied remains **\$ 275.00**

Special care for skin donor remains **\$ 275.00**

Special care for bone donor remains **\$ 275.00**

USE OF FACILITIES AND STAFF:

<i>Use of Facilities and Staff Services for Visitation (per day)</i>	<u>\$ 375.00</u>
<i>Use of Facilities and Staff Services for Funeral Ceremony</i>	<u>\$ 525.00</u>
<i>Use of Facilities and Staff Services for Memorial Service</i>	<u>\$ 525.00</u>
<i>Use of Equipment and Staff Services for Graveside Service</i>	<u>\$ 525.00</u>
<i>Funeral at Other Facility or Other Location and Staff Services</i>	<u>\$ 525.00</u>
<i>Use of Staff Services for Services at Crematory (48-72 hours advance notice required)</i>	<u>\$ 525.00</u>

TRANSPORTATION:

<i>Transfer of Remains to Funeral Home</i>	<u>\$ 525.00</u>
<i>Transfer of Remains to/from Place of Autopsy</i>	<u>\$ 525.00</u>
<i>Use of Hearse (casket coach)</i>	<u>\$ 625.00</u>
<i>Use of Limousine (each) (Charges are for first 3 hours; additional hours charged at \$125.00 per hour)</i>	<u>\$ 625.00</u>
<i>Flower Car</i>	<u>\$ 450.00</u>
<i>Other Automotive Equipment (Lead Car/Utility Vehicle/Van)</i>	<u>\$ 450.00</u>
<i>Transportation To/From Houston Intercontinental or Hobby Airport</i>	<u>\$ 525.00</u>
<i>Mileage Charge for Out-Of-Town (one way, per vehicle, per mile)</i>	<u>\$ 2.50</u>
<i>Transfer of Documentation to Foreign Consulate (per trip) (Charge does not include consulate fees or documentation translation fees)</i>	<u>\$ 350.00</u>
<i>Shipping Cremains (Express only) (includes transportation to Post Office, postal fees)</i>	<u>\$ 190.00</u>

FORWARDING OF REMAINS TO ANOTHER FUNERAL HOME/MORTUARY:

<i>This charge includes minimum services of funeral director and staff, removal of remains, transit permit, embalming, shipping container, transportation to local airport. Does not include use of facilities for visitation or services prior to the forwarding of the body; does not include shipping charges. This charge applies to shipments within the continental U.S. only.</i>	<u>\$ 1,995.00</u>
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RECEIVING REMAINS FROM ANOTHER FUNERAL HOME/MORTUARY:

<i>This charge includes minimum services of funeral director and staff, transportation from airport, temporary shelter of remains, and transportation of remains to cemetery or crematory. Does not include use of facilities for visitation or services prior to burial or cremation.</i>	<u>\$ 1,495.00</u>
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DIRECT CREMATION:

\$ 1,450.00 to \$ 4,595.00

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 rigid cardboard with a plywood bottom insert; no interior.

Our charges for direct cremation (without rites or ceremonies at the funeral home, crematory or elsewhere) include minimum services of the funeral director and staff, removal of remains, refrigeration, transportation to/from crematory, crematory fees, utility urn.*

1. *Direct Cremation with container provided by purchaser* (all such containers must meet any applicable state or crematory requirements) **\$ 1,450.00**
2. *Direct Cremation with alternative container* (rigid cardboard with plywood bottom insert; no interior) **\$ 1,695.00**
3. *Direct Cremation with casket purchased at funeral home* (plus cost of casket and additional crematory fees) **\$ 1,450.00**
**Additional fees will apply for cremation of bodies exceeding 285 lbs.*

IMMEDIATE BURIAL:

\$ 1,695.00 to \$ 4,790.00

Our charges for immediate burial (without rites or ceremonies at the funeral home, gravesite or elsewhere) include minimum services of the funeral director and staff, removal of remains, refrigeration and transportation to local cemetery.

1. *Immediate Burial with container provided by purchaser* (all such containers must meet any applicable state or cemetery requirements) **\$ 1,695.00**
2. *Immediate Burial with casket purchased at funeral home* (plus cost of casket) **\$ 1,695.00**

CASKETS:

\$ 245.00 to \$ 3,295.00

(A complete price list will be provided at the funeral home)

ALTERNATIVE CONTAINER:

(Rigid cardboard with plywood bottom/no interior)

\$ 245.00

OUTER BURIAL CONTAINERS:

\$ 995.00 to \$1,995.00

(A complete price list will be provided at the funeral home)

CREMATION URNS:

\$ 125.00 to \$ 1,460.00

(A complete price list will be provided at the funeral home)

ADDITIONAL MERCHANDISE/SERVICES:

<i>Memorial Book</i>	<u>\$ 75.00 to \$ 150.00</u>
<i>Acknowledgement Cards</i> (per box)	<u>\$ 55.00</u>
<i>Prayer Cards</i> (per 100, plus cost of printing)	<u>\$ 125.00</u>
<i>Memorial Folders</i> (per 100, plus cost of printing)	<u>\$ 225.00</u>
<i>Burial Clothing</i>	<u>\$ 140.00 to \$ 275.00</u>
<i>Crucifix/Cross</i>	<u>\$ 75.00 to \$ 175.00</u>
<i>Rosary Beads</i>	<u>\$ 65.00</u>
<i>Disaster Pouch</i>	<u>\$ 275.00</u>
<i>Mailing of Death Certificates (USPS Express Mail)</i>	<u>\$ 55.00</u>
<i>Available Cremation Services (In addition to cremation charges)</i>	
Dress Body for Cremation	<u>\$ 275.00</u>
Same Day Cremation/Return Service (Subject to Availability)	<u>\$ 450.00</u>
Additional Utility Urns (each)	<u>\$ 75.00</u>

ARLINGTON NATIONAL FUNERAL HOME POLICIES

VIEWING - Viewing of unembalmed remains will not be permitted at any time. This is funeral home policy, not state law. **For services at the crematory, it is the crematory's policy that all remains be embalmed if the container or casket is to be opened for any reason.**

PAYMENT - We accept cash, checks and certain credit cards. Cash advance items must be paid in full. All arrangements and **PAYMENT IN FULL** must be completed prior to cremation, visitation or services. **ALL PRE-NEED FUNERAL ARRANGEMENTS MUST BE PAID IN FULL AT TIME OF NEED. THERE WILL BE A \$ 30.00 CHARGE PER CHECK, PER RETURN, ON ANY ITEM UNPAID BY THE BANK FOR ANY REASON.**

POLICE ESCORTS - A minimum of 3 Police Escorts will be required for all processions.

DAMAGE/THEFT - Any personal items placed on or with the deceased are the responsibility of the next-of-kin or legal representative. Arlington National Funeral Home, its Staff and/or Agents will be held harmless, in writing, from any liability due to possible loss or damage, should any occur.

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Houston, Texas 77076-4526
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CASKET PRICE LIST

These prices are effective as of November 1, 2016 but are subject to change without notice.

The following caskets can be found in our selection room, pending delivery or on order. They range in price from \$ 245.00 to \$3,295.00. Special Order units are not included in this list; consult your Funeral Director for selections, prices and availability.

Alternative Container	Rigid cardboard with plywood bottom insert	\$ 245.00
Rental	Rental casket-Wood grain Shaded Black	\$ 895.00
Cherub-W	Baby white 24", 36"	\$ 895.00
Jackson-E	20 ga. perfect cut, stationary hardware, poly interior, various colors, Non-gasketed	\$ 1,095.00
The Winthrop	20 ga. perfect cut, stationary hardware, poly interior, various colors, Gasketed	\$ 1,495.00
Tremont-AT	20 ga. Coppertone/shaded Ebony, Gasketed	\$ 1,695.00
Going Home	20 ga. blue/shaded silver, blue dove trim, Gasketed	\$ 1,995.00
Pearl Rose	20 ga. Pink/Pearl rose in head panel, Gasketed	\$ 1,995.00
Last Supper-E	20 gauge, full couch/Blue crepe int Gasketed	\$ 2,295.00
The Veteran-E	20 ga. perfect cut, Flag Panel Blue, Gasketed	\$ 2,495.00
Windsor-E	20 gauge, Red/shaded Black Gasketed	\$ 2,695.00
Primrose-E	18 gauge, Burgundy/shaded Orchid Gasketed	\$ 2,995.00
Patriot-HD	Protected 20 gauge, Blue/"With Love and Honor"	\$ 3,295.00

OUTER BURIAL CONTAINER PRICE LIST

These prices are effective as of November 1, 2016, but are subject to change without notice.

In most areas of the country, 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.

Concrete Grave Liner	\$ 995.00
Monticello 2300 lb. Concrete Vault	\$ 1,395.00
Continental 2700 lb. Concrete Vault	\$ 1,895.00
Venetian, Marbelon Liner and Top	\$ 2,295.00

Arlington National Funeral Home makes no representations or warranties about the protective value of certain caskets or outer burial containers, other than those made by the manufacturer. The only warranties, expressed or implied, granted in connection with goods sold with this funeral service are the express written warranties, if any, extended by the manufacturers thereof. No other warranties and no warranties of merchandising fitness for a particular product are extended by the seller.

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URN PRICE LIST

These prices are effective as of November 1, 2016 but are subject to change without notice.

The following urns can be found in our selection room, pending delivery or on order. They range in price from \$ 65.00 to \$ 1,460.00. Special Order urns are not included in this list; consult your Funeral Director for selections, prices and availability.

Arrowstar-40812-3	Bronze Sheet Metal	\$ 125.00
Cambridge-P350	Solid Cherry/Hi-Luster finish	\$ 399.00
Cambridge Pair-P350C	Solid Cherry/Hi-Luster finish/Pair	\$ 801.00
Camelot-P520	Cast Bronze/Light Satin finish	\$ 510.00
Dignity	Metal, various styles	\$ 395.00
Dignity Memento	Metal memento, various styles	\$ 135.00
Estate-550-W	100% Natural Marble/Black/Infant	\$ 135.00
Granite Large Square	Charcoal, Cream, Misty Gray, Raspberry Rose	\$ 135.00
Granite Medium Square	Charcoal, Cream, Misty Gray, Raspberry Rose	\$ 135.00
Granite Small Square	Charcoal, Cream, Misty Gray, Raspberry Rose	\$ 135.00
Hallmark Momento-P450	5" Solid Marble/Taupe, Spice	\$ 125.00
Infant-P315	Wrought Bronze/Sculptured cherub	\$ 450.00
Madison-P350	Mahogany/Hi-Luster	\$ 555.00
Memento Box	Walnut exterior; holds temporary urn	\$ 395.00
Oakmont-P340	Grained Oak/Magnificent Luster	\$ 399.00
Pictorial-O	Solid Oak	\$ 375.00
Pictorial-C	Solid Cherry	\$ 475.00
Pictorial-W	Solid Walnut	\$ 525.00
Randquist-P380	Cast Bronze and Solid Walnut	\$ 843.00
Ravenna-P550	Marble-like finish	\$ 252.00
Remembrance-P540	Cast Bronze/Light Satin finish	\$ 645.00
Remembrance-P540E	Charm/Pendant/holds 5 grains of cremains	\$ 145.00
Tranquility-P500	Wrought Bronze/Statuary Bronze tone	\$ 348.00
Tribute-P310	Marble-like finish	\$ 279.00
Ultorian-P530	Cast Bronze/Light Satin finish	\$ 702.00
Ultorian Pair-P530C	Cast Bronze/Light Satin finish/Pair	\$ 1,460.00
Universal-P400	Urn vault/ABS Marbleon	\$ 595.00
Wood Box	Wood Outer Box	\$ 225.00

Arlington National Funeral Home makes no representations about the protective value of certain urns other than those made by the manufacturer. The only warranties, expressed or implied, granted in connection with goods sold with this funeral service are the express written warranties, if any, extended by the manufacturers thereof. No other warranties and no warranties of merchandising fitness for a particular product are extended by the seller.

Cemeteries

TFSC does not regulate family cemeteries under 10 acres, city, county, or perpetual care cemeteries.

Cremation

The law requires a cremation container, which is rigid for easy handling and made of combustible materials to be used for all cremations. Embalming and a casket are not required for cremation.

Texas law prohibits cremating any dead human body within 48 hours after death. A Medical Examiner or a Justice of the Peace may waive this time requirement. Both entities are required to have a written policy in place on how a person may request a waiver of the 48 hour time limit.

Cremated remains may be disposed of or kept in a number of ways:

- Scattered on the private property of a consenting land owner
- Interred in a cemetery
- Placed in a niche in a columbarium
- Kept by the family in their home
- Scattered upon public lands or waterways

Solicitation by Funeral Providers

There are legal prohibitions regarding the solicitation by a funeral director at or near the time of death. Solicitation means any direct or indirect contact with the family, next of kin, or one who has custody of a person who is deceased or near death for the purpose of securing the right to provide funeral services or merchandise for the deceased or person near death.

Advertising by Funeral Providers

Consumer protection statutes require all advertising to be factual and clear in content. Any misrepresentations should be reported to the TFSC, the Office of the Attorney General's Consumer Protection Division, or the local Better Business Bureau.

Prepaid Funeral Contracts

Prepaid funeral contracts are governed by Texas Finance Code Chapter 154. Texas law requires sellers of prepaid funeral contracts to have a permit issued by the Texas Department of Banking or be acting as an agent for a licensed permit holder.

Prepaid funeral contracts vary in terms, funding options, and coverage and should, like any other purchase involving a substantial amount of money, be reviewed carefully before execution.

With a prepaid funeral contract, a consumer is entitled to receive all guaranteed items selected on the contract at no additional charge, if the terms of the contract have been met. There may be additional charges for items that are not part of the prepaid contract or those cash advance items purchased as nonguaranteed items.

Permit holders are required to provide an informational brochure discussing prepaid funeral benefits contracts to all potential purchasers. Additional information regarding prepaid funeral contracts can be found at www.prepaidfunerals.texas.gov

Additional questions regarding prepaid funeral contracts may be directed to:

Texas Department of Banking
2601 North Lamar Blvd.
Austin, Texas 78705-4294
(512) 475-1285 / (877) 276-5554
www.dob.texas.gov

Additional questions regarding an insurance policy issued in connection with a prepaid funeral contract may be directed to:

Texas Department of Insurance
Consumer Help Line
P.O. Box 149104
Austin, Texas, 78714-9104
(512) 463-6515 / (800) 252-3439

Complaints Against a Funeral Provider

The TFSC licenses and regulates funeral homes, funeral directors, embalmers, crematories, and certain cemeteries. Anyone who believes an individual or establishment licensed by the TFSC has violated the Commission's governing laws or rules may file a complaint by submitting a completed complaint form to the TFSC.

Complaints should specify the exact nature and circumstances of the complaint. The complainant should include copies of all documents received from the funeral establishment or relevant to the complaint. Allegations are reviewed for a violation of Texas Occupations Code, Chapter 651.

Complaints must be in writing and sent to:

Texas Funeral Service Commission
P. O. Box 12217
Capitol Station
Austin, Texas 78711
Fax: 512-479-5064

Complainants are notified when the complaint is received, every three months until the complaint is resolved and upon resolution.

Other entities a person may contact with complaints:

- Attorney General of Texas, Consumer Protection Division, P.O. Box 12548, Austin, Texas 78711, 512-463-2070
- Local Better Business Bureau
- Local Funeral Consumers Alliance
- Federal Trade Commission, Dallas Regional Office, 1999 Bryan Street, Suite 2150, Dallas, Texas 75201, 1-877-382-4357.

The TFSC's "Facts About Funerals" consumer brochure is copyright protected and may not be reproduced without permission from the TFSC.

FACTS ABOUT FUNERALS



Consumer Brochure

Updated September 2015

Texas Funeral Service Commission
P. O. Box 12217
Austin, Texas, 78711
512-936-2474 / 1-888-667-4881
512-479-5064 (fax)
www.tfsc.texas.gov

TFSC FACTS ABOUT FUNERALS®

A family may take care of all aspects of disposition from death to interment, inurnment, entombment or transporting out of state without the assistance of a funeral director/establishment.

Individuals and establishments must be licensed by the TFSC in order to provide funeral services and goods for compensation.

Licensing Information Available

A person can verify an individual and/or establishment is licensed in the state of Texas by following the "License Search and Verification" link on the TFSC website.

What to Do When a Death Occurs

1. Contact local law enforcement official if the death was unattended
2. A coroner, Justice of the Peace, or attending physician must make a determination of death
3. Locate decedent's letter of direction, prepaid funeral contract, insurance policy and/or will
4. If no direction exists, priority next of kin must determine disposition
5. A Report of Death and a death certificate are legally required upon death

Written Direction for Disposition

Under the law, a person has the right to designate how to dispose of his/her remains. TFSC has a form on its website that outlines the substantive information to be included when providing a written designation to control disposition.

Available Methods of Disposition

Human remains can be buried, entombed, cremated, or donated for scientific study.

Control of Disposition of Decedent's Remains

If the decedent left no written direction for disposition, the following persons, in the order listed, have the right to control disposition and are liable for the reasonable cost of interment:

1. the person designated by the decedent
2. the decedent's surviving spouse (common-law spouses are recognized in Texas)
3. any one of the decedent's surviving adult children
4. either one of the decedent's surviving parents
5. any one of the decedent's surviving adult siblings
6. any adult person in the next degree of kinship in the order named by law to inherit the estate of the decedent

If the person with the right to control the disposition fails to make final arrangements within six days after receiving notice of the death or within 10 days after the date of death, whichever is earliest, the person is presumed to be unable/unwilling to control disposition and the person's right to control disposition is terminated and passed to the next person on the above priority list.

Death Certificates

By law, a report of death must be made within 24 hours of death and a death certificate must be filed with the state within 10 days of death.

Information Needed for Death Certificate

- Full Name (Maiden, if applicable)
- Date of birth
- Place of birth
- Social security number
- Residence address
- Spouse's name (Maiden if applicable)
- Father's name & Mother's maiden name
- Place of burial or disposition

Funeral Costs

Funeral establishments are required to give consumers current retail price information over the telephone upon request.

Before discussing funeral arrangements, funeral establishments are required to give consumers a General Price List (GPL). This list itemizes the costs of funeral services and merchandise for sale. If not included on the GPL, the funeral home must also provide a Casket Price List, an Outer Burial Container Price List, and an Urn Price List.

These retail prices must specify at least the charges for the following items, if available for purchase through the establishment:

- Forwarding or receiving remains to or from the funeral establishment
- Direct Cremation
- Immediate Burial
- Embalming
- Other Preparation of the Body
- Use of Funeral Establishment and Staff for viewing, funeral ceremony, memorial service and/or graveside service
- Use of hearse and/or limousine
- Caskets and/or outer enclosures if not provided on a separate list
- Filing a claim seeking life insurance proceeds
- Other itemized services provided by the funeral establishment/staff

Price Lists also must include:

- Name, address and phone number of the establishment
- The effective date of the price list
- Notice stating: "You may choose only the items you desire. If you are charged for items that you did not specifically request, we will explain the reason for the charges on the written memorandum. Please note that there may be charges for items such as cemetery fees, flowers and newspaper notices."

Statement of Goods and Services (Purchase Agreement)

A consumer must be given a Statement of Goods and Services at the conclusion of the arrangement conference. The statement must be signed by the funeral director and include:

- Funeral goods/services selected and the prices to be paid for each of them
- Itemized cash advance items with prices given to the extent then known or reasonably ascertainable
- Total cost of the goods and services selected
- Complete description of goods purchased (i.e. casket, urn, outer burial container)

Embalming

Embalming is the use of chemicals, internally and externally, to disinfect and slow body decomposition. Texas law does not require embalming. Most common carriers require a body to be embalmed prior to shipping. The laws of the destination country/state apply.

Because of the deterioration of a body after death, Texas law requires all bodies held for over 24 hours or in transit must be embalmed, refrigerated, or encased in a leak and odor proof container.

By law, a funeral provider must get express permission (either in writing or verbally) to embalm the decedent.

Caskets and Outer Burial Containers

Caskets are constructed from various materials including steel, copper, bronze, and wood. There is no direct relationship between the features of the casket and the preservation of the body.

Caskets and Outer Burial Containers are not required by state law, however, there may be cemetery or mausoleum restrictions regarding caskets and outer burial containers or vaults.