

- I. A person comes in to purchase a grave site and wants to prepay the opening/closing.
- a. If the cost for the opening/closing increases over time, will the customer need to pay the extra cost at the time of his death?

**No.**

- b. What would a customer receive as an acknowledgment of transaction?

**Receipt; possibly a contract.**

- c. What is on record at the cemetery office to show proof of transaction?

**Will need to be a contract that gets uploaded to CIMS; attached to account card.**

- d. What if customer moves out of town and wishes to be buried somewhere else. Can he request and receive a refund?

**No refunds; no buy-backs. Possibly credit towards another plot or service.**

- e. What if customer moves out of town and wishes to be buried somewhere else. Can the grave space be sold to include the prepaid opening/closing? Can the prepaid opening/closing be transferrable?

**Yes – the prepay is attached to the grave. Transfer fees will apply.**

- f. Customer decides later to be cremated and buried into the grave space. Will the customer be refunded the difference between the opening/closing cost?

**No refunds. We're providing a service by holding the price to the purchase cost. There may, however, be an upcharge.**

- II. A customer already has a grave space purchased and wants to prepay for an opening/closing now. Is that allowable?

**Yes.**

- III. A customer prepays for an opening/closing, but later requests that the grave space be for a double depth burial. How would the prepayment cost be adjustable if allowable?

**Only one burial would be eligible. Purchase of a second prepay would be an option.**