

## Price Integrity Promise

Wise consumers know that "when all things are equal, the deciding criteria is always price." This is most true when purchasing a product such as a car or a cell phone, and which is why we clearly publish our basic cremation price with our Price Integrity Promise.

Buying a service is a more challenging comparison. Along with the "product" of a cremation or burial, you are purchasing the care, support, and commitment of our staff. If you call or visit funeral homes, you will quickly see, hear, and feel a difference in how you are cared for. In other words, "all things are not equal" and price should not be your only deciding factor.

Take the time to ask detailed questions of any provider, do your own research, and choose what feels right for you:

- Have they been in business longer than five years?
- Is their basic cremation price published on their website?
- Are there local staff and a place where you can visit with them in-person?
- Can you make your arrangements online and sign documents electronically?
- Is this company operated independently from a traditional, full-service funeral home?
- Will they offer you advice on reducing costs?
- Do they have written guides to help you create your own memorial experience?

Our answer to all of these questions is, yes!

We advocate for you by the following:

- Offering cost-saving suggestions for any kind of memorial
- Never pressuring you to purchase a service or product you don't need or want
- Surveying pricing in our region to help you make an informed decision
- Helping you receive a refund if you already paid for something more expensive
- Treating people equally—not quoting or advertising different prices to different people
- Always seeking to empower and comfort, rather than confuse, pressure, or intimidate

Our basic cremation price matches the non-profit (Peoples Memorial) rate for NW Washington. We also provide additional services as needed: viewings, cemetery assistance, burials, planning consultations, urns, and grave markers