

Buying Guide & Frequently Asked Questions

Walmart.com Funeral Department

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Preparing for a funeral can be a stressful experience. Along with the emotional weight of losing a loved one, the many options available for caskets, urns and keepsakes can seem overwhelming.

We have prepared this guide to help you understand your options and more easily select the funeral products that fit your budget and your needs.

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- [Casket Delivery Schedule](#)
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I. Your Rights in Planning a Funeral

The "Funeral Rule," a law enacted by the Federal Trade Commission, allows you to choose the goods and services you need from the providers you choose. You are not required to purchase these items from the funeral home or other service provider.

This means that any casket or urn you purchase from Walmart.com, or any other third party, must be accepted by the funeral home and they cannot charge you extra fees for handling the casket.

Following are a few important points from The Funeral Rule:

- You have the right to choose the funeral goods and services you want (with some exceptions) and the funeral provider must state this right in writing on the general price list.



- If state or local law requires you to buy any particular item, the funeral provider must disclose it on the price list, with a reference to the specific law.
- The funeral provider may not refuse or charge a fee to handle a casket you bought elsewhere, nor can they require that you be on-site to receive the casket.
- If you choose a direct cremation (no viewing of the body prior to the cremation), the funeral provider must make an inexpensive container available that can be used as a casket until the cremation - there is no need to buy an expensive casket.

We encourage you to learn more about your rights. Please visit the FTC's website at <http://www.ftc.gov/bcp/rulemaking/funeral/index.shtm>.

II. Selecting a Casket (Coffin)

The terms casket and coffin are interchangeable. "Casket" is more commonly used in the United States and "coffin" is more common outside the US.

The materials used in making caskets are the major factors that determine the final price of a casket.

Please note: Some metal caskets are identified as being "sealed" with a gasket. The gaskets are intended to seal the casket from dirt and debris while permitting the escape of gases and air; no casket is sealed air-tight. All metal caskets sold by Walmart.com are gasketed and lined, unless otherwise noted.

Casket Exteriors

Caskets are most commonly made from metal (typically steel, stainless steel, copper and bronze) or wood (traditional choices include mahogany, oak, cherry, and poplar). More recently, some casket manufacturers are using "green" materials, such as bamboo, paper or tree bark; these are more sustainable to harvest or manufacture, and biodegrade easier than other materials, making them ideal for a green burial.

When shopping for a metal casket, be careful to understand that the thickness and durability of the metal can vary from manufacturer to manufacturer. A casket made from 18-gauge steel is 10 percent thicker than one made from 20-gauge steel. (18-gauge is 1/18" thick; 20-gauge steel is 1/20" thick.)

Please note: All metal caskets sold by Walmart.com use 18-gauge or thicker walls. In addition, these caskets are all gasketed and lined to prevent dirt and other foreign matter from entering the casket.

Casket Interiors

Caskets interiors are lined in a variety of materials and colors. Common fabrics are velvet, satin crepe and cotton crepe (crepe is a thin fabric with a slightly wrinkled appearance). The most common colors are white, cream, light blue, pale pink and light beige.

Cremation Caskets

For cremations, you do not necessarily need to purchase a casket. You can wait until after the cremation and hold a service with the remains in an urn. Funeral providers are required to provide an inexpensive alternative to a casket which can hold the body until the time of the cremation.

If you decide to have a funeral service prior to cremation, a cremation casket is recommended because they have a higher percentage of wood and other combustible materials and less metal.

Cremation caskets, such as those available on Walmart.com, are generally less expensive than regular caskets. Depending on the crematorium and the size of the casket, the cremation casket may or may not be incinerated with the deceased. Speak with your funeral director or someone at the crematorium for the exact procedures. Some cremation caskets can also be used for burial.

Casket Manufacturing

Walmart.com works with Star Legacy, a well-known and respected supplier, to bring affordable funeral products to our customers.

All of the metal caskets we sell are manufactured in the U.S. Our wooden caskets are made in Canada from some of the finest woods available. Because all of the caskets available on Walmart.com are shipped from warehouses within the U.S., we can deliver within two business days to most locations.

Casket Sizes

Our standard size caskets are 6' 7" x 2' x 2', and accommodate most adults.

Oversize and custom size caskets are also available. Oversize caskets include Star Legacy's "Generous Dimensions," "Royal Star – Wide Body" and "Royal Star White – Wide Body".

If you have any concerns about the size of the casket you will need, please consult with your funeral provider.

Casket Sealing and Security

All of the metal caskets sold by Walmart.com are gasketed. When used with our standard 4-point locking system, the casket lid is uniformly drawn to the gasket, ensuring a secure and even seal against the entrance of dirt and other gravesite substances.

Once locked, opening the casket requires a special key (supplied with each order).

Please note: The gasket is intended to prevent dirt and other substances from entering the casket. Caskets are designed to permit the escape of air and other gases; no casket is sealed air-tight.

The wooden caskets sold by Walmart.com include 2-point lever locks that hold the lids firmly in place.

III. Selecting an Urn

If you've decided on a cremation, you may wish to purchase an urn to contain the remains. Urns come in several styles, colors and sizes, and can be buried or displayed in the home or in a *columbarium*, a vault designed with recesses or niches for urns.

Walmart.com offers an extensive selection of urns in wood, marble, bronze, granite, aluminum, cloisonné and all-natural biodegradable materials. Most urns are shaped like a classic vase, but other shapes, including boxes and chests, are also available.

If the urn will be enclosed in a vault or displayed, we recommend purchasing a non-biodegradable urn. If your goal is to scatter the remains, we recommend an urn with a wide opening and an easily accessible closure.

Important: Be sure to check with federal, state and local authorities regarding scattering regulations. Scattering is restricted or against the law in many areas and jurisdictions.

Before purchasing an urn, consider the following questions:

- Where will the cremated remains be stored?
- How will the urn be used?
- Do you want all the remains stored in one place, or do you want portions to be stored in multiple locations or retained by more than one person?
- Is transportation a concern? (See Section IV, Shipping Remains)
- Do you want some form of personalization or engraving of the urn?

Using an Urn to Scatter Ashes

Sometimes people wish to scatter cremated remains in a location that holds fond memories. Many of the urns we sell are suitable for scattering purposes.

After dispersal of the remains, the urn is often used to hold personal memorabilia of the deceased, such as a photo, wedding ring, watch or lock of hair. The urn can also be used as a decorative vase to hold flowers.

Scattering of cremated remains is most easily accomplished using an urn that has a top or bottom that unscrews or has a plate that releases using a standard screwdriver.

Important: Be sure to check with local authorities before scattering remains.

Sizes of Urns

Urn usually state whether they are large (adult) or another size. The capacity of the urn will be shown on each product page in cubic inches.

Most adult urns have a capacity of approximately 200 or more cubic inches, large enough for average adult remains. As a general rule of thumb, 1 pound before cremation equals 1 cubic inch of remains. For example, if a person weighs 175 pounds prior to cremation, you'll need an urn that has a capacity of approximately 175 cubic inches.

Urn are typically available in Adult, Child, Keepsake and Keepsake Heart sizes.

If you are not planning on scattering the remains, it is recommended that the funeral director place the remains in a sealable plastic bag before placing them in the urn. This will ensure that they stay in place if the urn is accidentally broken or opened.

Keepsakes

Keepsakes are miniature urns. They allow family members and friends to share a loved one's remains as personal heirlooms. If interment, burial or scattering is chosen for the deceased, a keepsake is a personal way to remember the individual.

IV. Shipping Remains

When shipping remains within the United States, we recommend using the United States Postal Service. They are experienced in these matters and provide a tracking system and furnish receipts upon delivery.

When shipping outside of the U.S., check with the consulate office of the destination country and obtain a copy of their regulations. All countries have specific and strict

requirements that must be followed. It is not advisable to ship cremated remains out of the United States using a mail service; Use only regulated carriers.

Shipping remains on airplanes

Since September, 2001, the Transportation Security Administration (TSA) requires urns carried onboard or in checked luggage to pass testing for explosive devices.

Carry-on: All carry-on items must pass through the same x-ray or other screening machine as other carry-on luggage. If the urn is made of a material that prevents the machine from clearly seeing what is inside, the container will not be allowed through security.

Checked Baggage: You may transport the urn provided it is successfully screened. TSA performs screening using a variety of techniques and, if cleared, it will be permitted as checked baggage only.

Important: Check with the airline before attempting to transport an urn in checked baggage.

Tip: When necessary, the cremated remains can be stored in a simple wooden or plastic urn for shipment. A heavy metal or lead-lined urn should be empty and unsealed in checked luggage. Upon reaching your destination, the cremated remains can be transferred from the wooden urn or plastic urn into the metal urn. At all times during shipment, legal documentation and permits must be attached to the urn.

Please note: TSA agents are *not* required to open an urn containing remains, so be sure to call ahead to alleviate any problems.

V. Funeral Costs

The average cost of a funeral today, including a casket, can run upwards of \$7,800, not including cemetery costs. Cremations, though less expensive, are also rising in cost. The average cremation, including services, is about \$2,500.

If you are making funeral arrangements, we recommend the following:

- Plan as far ahead as possible to give ample time for delivery of caskets and flowers.
- Only purchase what you like, need and can afford
- Work with a licensed, professional funeral director to plan the funeral service and make sure all required state regulations and procedures are met. The licensed funeral director is an expert and can assist you in making arrangements.

VI. Frequently Asked Questions (FAQs)

We have compiled the following list of questions and answers to help simplify the task of selecting funeral products and preparing for funerals.

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What is the Funeral Rule?

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Any casket or urn you purchase from a third party, including Walmart.com, must be accepted by the funeral home and they cannot charge you extra fees for handling the casket.

Following are a few important points from the Funeral Rule:

- You have the right to choose the funeral goods and services you want (with some exceptions) and the funeral provider must state this right in writing on the general price list.
- If state or local law requires you to buy any particular item, the funeral provider must disclose it on the price list, with a reference to the specific law.
- The funeral provider may not refuse or charge a fee to handle a casket you bought elsewhere.
- A funeral provider that offers cremations must make an alternative container available that can be used as a casket.

For more information on The Funeral Rule, visit the FTC's website at www.ftc.gov/bcp/rulemaking/funeral/index.shtm.

What information is required at checkout to purchase a casket that is shipping to a funeral home?

1. Ask the funeral director for the shipping address. This address is often different from the address for the funeral home itself.

Please note: We highly recommend that caskets be delivered directly to your funeral home or mortuary.

2. Enter the following information for the "Shipping Address" at checkout:

First and Last Name: name of the deceased

Company Name: Name of funeral home or mortuary

Address: Shipping address given to you by the funeral home director

Phone Number: Phone number of the mortuary

3. For the "Billing Address," enter the billing information for the person who will be paying for the items.

Will funeral homes accept the casket that we order?

Yes. The Federal Trade Commission (FTC) requires funeral homes to accept any casket purchased from an outside source, including Walmart.com, without charging you any additional fees for doing so. We recommend that you notify the funeral home of your casket order and delivery date within 1 day from placing your order.

For more information, see [What is the Funeral Rule?](#), above.

Will the funeral home charge a fee to handle a casket purchased from Walmart.com?

No. State and Federal laws prohibit any additional fees from being assessed to your casket purchase. Funeral fees or other service fees are to be negotiated between you and your funeral services provider.

FTC regulations require that funeral homes provide an itemized list of costs prior to purchasing their services. This helps prevent them from adding hidden charges or fees for handling caskets purchased from other retailers.

Do I need to be at the funeral home to receive the casket?

No, you do not need to be present at the funeral home to receive the casket. Funeral homes are required, under Section 453.4(b)(1) of the FTC Funeral Rule, to accept caskets on behalf of customers regardless of where that customer purchased the casket. Walmart.com uses the Star Legacy Funeral Network to deliver caskets via reliable couriers during normal business hours.

Do I need to be at the delivery location if the casket is being delivered to a facility other than a funeral home?

Yes. If the casket is being delivered to a location other than a funeral home, the carrier will call to determine a delivery time. In this case, someone must be present to accept delivery.

What is the Return Policy?

Due to FTC regulations, Walmart.com will only accept a return of a casket, urn or memorial jewelry due to freight or cosmetic damage caused during shipping. In the rare case that this occurs with your order, please contact us as soon as possible at www.walmart.com/contactus.

Please note: Caskets, urns and memorial jewelry cannot be returned to Walmart stores or warehouses.

Will you deliver funeral products to all states?

We ship urns and keepsakes (including pet urns) to all of the 48 contiguous United States.

Please see our list of [Casket Delivery Areas](#) to see the ZIP Codes where we can ship caskets.

We are *not* able to ship any of our funeral products to Alaska, Hawaii, military (APO/FPO) addresses, or any protectorates or territories.

How long does it take to deliver a casket?

Casket orders received, processed and approved by 12:00 p.m. will ship within 24 hours for delivery by 5:00 p.m. on the second business day after the order. (Saturdays, Sundays and holidays are not considered business days.) Orders placed after 12:00 p.m. will typically arrive in three business days.

All purchases are subject to credit card approval before the order is processed. Credit card holds or declines can delay the orders beyond the stated delivery times. Additionally, inclement weather, carrier delays, acts of God, acts of war, governmental action, work stoppages and cargo refusal may delay delivery.

Please see our [Casket Delivery Schedule](#) for more information.

Can I order a casket for preplanning purposes?

Yes, as long as the casket is being shipped to your home or a storage facility of your choice.

All orders will ship within two business days, as indicated above. Due to regulations and restrictions, we cannot hold on to any orders for delayed delivery.

Where are the caskets made?

Walmart.com sells caskets provided by Star Legacy Funeral Network, Inc. All of Star Legacy's metal caskets are made in the USA. Star Legacy's wooden caskets are made in Canada.

Can we choose other colors or options?

No. We are not able to deliver custom orders in a timely fashion at this time. We do, however, provide a wide range of caskets and interiors to choose from, including the most popular designs, fabrics, materials and colors.

Where can I find more information?

If you have any questions, please contact Walmart.com at www.walmart.com/contactus.

Please Note:

There is no scientific or other evidence that any casket with a sealing device will preserve human remains.

Notice to California residents: The seller is not a funeral director and is not licensed by the department of consumer affairs, and may not offer or perform funeral services. State and federal laws prohibit a funeral director from charging handling fees for a casket supplied by another party. The moneys received by the seller for the purchase of a casket are not subject to state law governing money held in trust. The seller is not bound by state laws or regulations that govern funeral homes and cemeteries. The purchaser enters this agreement at his or her own risk. For more information, contact the office of the district attorney in your county.