Cremation Requirements

- Costs may include cemetery plot, opening and closing of grave, grave liner or vault, and memorial or marker.
- Crematories usually require a minimum container/casket and some sort of protection to prevent the collapse of grave after burial.
- Options include earth burial, entombment (placement of casket in a building called a mausoleum), or placement of cremated remains in a columbarium niche (a room or space in a mausoleum).
- For each option offered, cemeteries may have specific requirements concernng type of memorial or marker and minimum casket or container requirements.
- Check with the cemetery of your choice to determine its requirements and related costs.

Cremation

- Cremation is performed by placing the deceased in a combustible casket or container, that in turn, is placed in a cremation chamber and subjected to intense heat/flame. Bone fragments and dust are brushed from the chamber after cremation; however, it is impossible to remove all of the cremated remains. Because some dust and residue always remain in the chamber, there may be an inadvertent or incidental commingling of residue from previous cremations. This also may occur as a result of mechanically processing cremated remains. Cremations must be authorized by the County Medical Examiner to ensure that no evidence of criminal activity is destroyed.
- State law requires that within 15 days the authorizing agent is solely responsible for disposition of the cremated remains.
- Cremated remains should be collected upon notice of availability. The crematory authority may dispose of the remains in a legal manner 120 days after the cremation or after agreed to pick-up date.
- Cremated remains may be buried, entombed, placed in a niche, scattered over private land with permission of owner or over public property (may require permit), or remain in family’s possession, usually in an urn (wood, marble, or metal container).

Filing Complaints

Please note that not all complaints concern a matter to which the Arizona State Board of Funeral Directors and Embalmers can respond. The Board will consider only those matters that constitute a violation of laws and rules and cannot establish rules or regulations that would result in a restraint of trade, such as setting fees or dictating what services may be offered. Examples of valid bases for complaints include dishonesty, misrepresentation, incompetency, false charges for good services, fraud, false advertising, intimidation/harassment, and violation of state laws stated in this brochure.

State law requires that one person at each funeral establishment be designated as the “RESPONSIBLE FUNERAL DIRECTOR.” Before filing a complaint, you may want to resolve any differences by first contacting this person. If you are not satisfied, contact the Board for a complaint form, or state your complaint on a separate sheet of paper. Please type or print (in black ink) your complaint and forward it to the Board with copies of supporting documentation.

Additionally, establishment complaint history and inspection results can be obtained by contacting this office:

**Agency That Can Help You...**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Responsible for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Board of Funeral Directors and Embalmers</td>
<td>Regulation of funeral establishments, funeral directors, embalmers, and other licensed funeral personnel, crematories, and prearranged funeral trusts</td>
</tr>
<tr>
<td>Office of Vital Records</td>
<td>Certified copies of death certificates, disposal/transit permits</td>
</tr>
<tr>
<td>Arizona Department of Health Services</td>
<td>Cemeteries and crematories on cemetery grounds</td>
</tr>
<tr>
<td>Department of Real Estate</td>
<td>Prearranged funerals funded by insurance</td>
</tr>
<tr>
<td>Department of Insurance</td>
<td>Burials for veterans</td>
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**Agencies That Can Help You...**

- Autopsies
- Caskets
- Cemetery Requirements
- Cremation Requirements
- Donation of the Body
- Embalming
- Funeral Arrangements
- Prearranged Funeral Plans

This document is available in alternative formats.
CONTRACT and related documents!

NOTE: Funeral establishment services, fees, and arrangements. If you are an authorizing agent, you will be asked for embalming if it is requested, funeral establishments must provide information regarding funeral costs over the phone.

— Consumer Guide to Arizona Funerals, Information (this brochure)
— General Price List before discussing funeral arrangements.
— Casket Price List before entering a casket selection room (you also may be shown casket photographs or illustrations). Casket costs are separate from funeral service costs.
— Outer Burial Container Price List before discussing purchase of outer burial containers from the establishment.

If you are an authorizing agent, you will be asked at funeral arrangement to sign a contract called a Statement of Funeral Goods and Service, which lists your selections. Read the contract before signing.

Contract includes a professional fee and other itemized charges. Total charges vary widely, so you may wish to compare with other establishments.

State law requires that the funeral establishment provide you with:

— Information regarding funeral costs over the phone.
— If requested, funeral establishments must provide information if the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral establishment’s policy. For example, you may have to pay for embalming if: it is required by law or provided for in the funeral arrangement to sign a contract called a Statement of Funeral Goods and Service, which lists your selections. Read the contract before signing.

Contract includes a professional fee and other itemized charges. Total charges vary widely, so you may wish to compare with other establishments.

When accepting insurance-funded plans.

This cancellation policy does not apply to single payment annuities. If you cancel within ten days of receipt of policy, all monies are returned. If cancel after 10 days, you receive only cash value of insurance policy. If you fail to pay premium, you may receive no money back.

Account is entirely within your control. You may withdraw all monies at any time. Funeral establishment and survivors should be kept informed of account status, so that your wishes may be fulfilled upon your death.