

3rd Party Casket Guide



What You Need to Know

Why Select from O'Connor

- **Local** - We have access to hundreds of casket options and at least five different local casket vendors.
- **Options and Price** - We can give you casket options in your price point and style choice. We have a greater selection than online retailers and can give you equal savings.
- **Time** - Let our professionals work with you to save you time and handle the details of the casket purchase.
- **Priority** – Grieving families do not need an additional worry. Our priority is giving you the space to care for you and your family. We will take care of all the details so you don't have to.
- **Customer Service** – We're here for you. We handle all the details and guarantee that you will have the correct casket in pristine condition on time.

Shipping and Returns

3rd Party

- Confirm delivery times. Most are 3 days but you should allow for more in case.
- Additional fees are commonly charged for next day delivery.
- Confirm their return policy in case you are not satisfied, the casket doesn't fit or it is delivered with damage.
- If there is an issue, it is up to the purchaser to either proceed with a return or choose to accept the casket as-is.

O'Connor Mortuary

- We guarantee next day delivery because our vendors are local and trusted
- We handle the delivery and inspection of the casket. If there are any issues, we take care of those with the manufacturer on your behalf.

Common 3rd Party Casket Issues

3rd Party

- Late delivery
- Damaged or flawed casket and often not enough time to replace it
- Wrong casket delivered
- Casket not as described – wrong color or does not look like photo
- Casket size – casket does not fit in vault
- These issues cost the family time and money because the family is required to rectify the issue or to decide to live with the issue.

Our Professional Guarantee

O'Connor Mortuary

- We inspect all caskets upon delivery. If there are issues, we handle them on your behalf.
- If needed, replacement caskets can be ordered for next day delivery or same day if time permits.
- We know the dimensions of all of the caskets and vaults used and we take care to double-check this detail to ensure there is not a fit issue.
- We can order multiple caskets for families to preview at no cost if they are unsure which casket to select.