

Inspection Checklist: Funeral Service Providers

Does your business provide funeral services?

Use this checklist to learn what our inspectors look for and help avoid violations. All businesses also must comply with the General Retail Inspection Checklist, which is included at the end for easy reference.

Tip: If there is more than one funeral business at the same location, each business must meet these requirements.

	Requirement	Do you meet this requirement?
	Signage	
1	Post a sign immediately inside or outside the entrance with the names of any funeral directors who have ownership or the names of any corporation with ownership.	<input type="checkbox"/> Yes
	Price List	
2	The General Price List must be displayed and available to consumers in the main public entrance and in all areas where sales are discussed.	<input type="checkbox"/> Yes
3	<p>The General Price List must include:</p> <ul style="list-style-type: none"> ■ Business name, address, and phone number ■ Date that the prices became effective ■ Disclosure that the funeral home must get authorization to obtain custody of a body and that a body must be released promptly upon request ■ Disclosure that funeral homes must give price information over the phone and in person ■ Disclosure that the funeral home cannot guarantee that human remains will be preserved by embalming, caskets, vaults, etc. ■ This exact statement in a box after the prices: <p style="margin-left: 40px;">“The Federal Trade Commission prohibits the provider of funeral services from imposing any additional fee or surcharge to consumers who obtain a casket elsewhere.”</p> 	<input type="checkbox"/> Yes
	Displays	
4	<p>The price must be posted on every displayed casket or outer interment receptacle in at least ½-inch numbers.</p> <p>Tip: Corner cut displays must have the price posted on or beside each corner cut.</p>	<input type="checkbox"/> Yes
5	<p>The prices must be posted where they can be seen whether the casket is open or closed.</p> <p>Tip: The price cannot be on the inside of the casket even if the casket is open.</p>	<input type="checkbox"/> Yes

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	Requirement	Do you meet this requirement?
6	The composition and model number must be displayed on each casket or receptacle.	<input type="checkbox"/> Yes
7	The least expensive casket must be displayed in the same way as all other caskets.	<input type="checkbox"/> Yes
8	The price, composition, and model number must be displayed with the photograph.	<input type="checkbox"/> Yes
9	Photographs must be available for each model of casket or receptacle that the funeral home sells, but does not display, in its showroom.	<input type="checkbox"/> Yes
10	The photograph of the least expensive casket must be displayed in the same way as the others.	<input type="checkbox"/> Yes
	Monuments	
11	A price list of all monuments that are for sale must be available.	<input type="checkbox"/> Yes
12	The Monument Price list cannot have price information about any other products or services and must have the words " MONUMENT PRICE LIST " at the top of the page in boldfaced capital letters.	<input type="checkbox"/> Yes
13	<p>The Monument Price list must have a box below the prices that says in at least 10 point font:</p> <p style="padding-left: 40px;">"The purchase of a monument is not required as part of your funeral arrangements. The cost and arrangements for the purchase of a monument must be accounted for and set out in a document that is separate from the one under which you agree to the other funeral arrangements you make."</p>	<input type="checkbox"/> Yes
14	A separate written contract must be used for monument sales.	<input type="checkbox"/> Yes
15	The contract for monument sales must say " MONUMENT CONTRACT " at the top in boldfaced capital letters.	<input type="checkbox"/> Yes

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	Requirement	Do you meet this requirement?
16	<p>The Monument Contract must include each of the following:</p> <ul style="list-style-type: none"> ■ Business name, address, and phone ■ Name of the individual to be memorialized ■ Full description of the monument, including the material, dimensions, a sketch or drawing of the monument, the wording of any inscription, the layout of the inscription, and the method of engraving ■ Approximate date when the monument will be completed ■ Name of the cemetery where the monument will be placed ■ Price of the monument and all related charges and taxes 	<input type="checkbox"/> Yes



Inspection Checklist: General Retail

Does your business sell goods or services?

Use this checklist to learn what our inspectors look for and help avoid violations:

	Requirement	Do you meet this requirement?
	Price Lists for Services	
1	A price list with the types of services and the prices of those services must be displayed.	<input type="checkbox"/> Yes
2	The price list must be clearly posted or clearly displayed near the cash register and/or at the place(s) where orders are placed.	<input type="checkbox"/> Yes
3	If the price list states a minimum charge (e.g., “from \$. . .”) or states a price “and up,” it must state the reason for the different prices and include the range of prices.	<input type="checkbox"/> Yes
4	If there is a sale or promotion, the pre-sale prices must also be posted for comparison.	<input type="checkbox"/> Yes
5	<p>Prices for services cannot be based on gender.</p> <p>Tip: Words like “men’s,” “women’s,” and “ladies” cannot be used to describe the price; the difference must be described in a gender neutral way. (Example: Above the shoulder hair = \$15; Below the shoulder hair = \$30)</p> <p>Tip: Instead of listing prices for shirts and blouses, the price must be described based on physical differences between the shirts. (Example: sequins, ruffles, fancy buttons)</p>	<input type="checkbox"/> Yes
	Pricing for Goods	
6	All items offered for sale must have a clearly visible price.	<input type="checkbox"/> Yes
7	For most items, the price must be attached to the item or on a sign where the item is displayed.	<input type="checkbox"/> Yes
8	If your store’s annual revenue is more than \$2 million or you are a chain store, you must individually price most food products, as well as paper products, detergents, soaps, nonprescription drugs, and health and beauty aids.	<input type="checkbox"/> Yes
9	Milk; eggs; fresh produce; snack foods that are less than 5 ounces; frozen foods; jars of baby food; and items that are less than 3 cubic inches, under 3 ounces and under \$1 do not have to be individually priced, but must have shelf prices.	<input type="checkbox"/> Yes

Inspection Checklist: General Retail

	Requirement	Do you meet this requirement?
	Signs	
10	<p>Sale signs that advertise a percent discount—example: 20-50% off—must state the minimum percent discount.</p> <p>Tip: Both the minimum and maximum numbers must be of equal size.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>	<input type="checkbox"/> Yes
11	<p>Sale signs cannot contain any of the following phrases:</p> <ul style="list-style-type: none"> ■ “Our list price” ■ Below “manufacturer’s wholesale cost” ■ “Manufacturer’s cost” 	<input type="checkbox"/> Yes
12	<p>Businesses that sell goods and services must post a refund policy.</p> <p>Tip: A refund policy must be posted at each register, point of sale, or at each entrance.</p> <p>Tip: Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.”</p>	<input type="checkbox"/> Yes
13	<p>The refund policy must state any and all conditions or limitations to getting a refund. For example:</p> <ul style="list-style-type: none"> ■ Businesses must disclose any fees charged for refunds, such as “restocking fees.” ■ If a business will not provide refunds for “as is” items, it must disclose that. ■ Businesses must also disclose whether the refund will be in cash, credit, or store credit only. ■ If proof of purchase is required for a refund, the sign must say so. ■ A business that chooses not to offer refunds must post a sign that states, “No Refund,” or words to that effect. ■ The sign must state that a written copy of the store’s refund policy is available on request. 	<input type="checkbox"/> Yes

Inspection Checklist: General Retail

	Requirement	Do you meet this requirement?
14	If there are limitations on using credit cards, such as minimum purchase amounts, the policy must be clearly posted near the register and the entrance.	<input type="checkbox"/> Yes
	Receipts	
15	Receipts must be given to customers for purchases over \$20 and upon request for purchases between \$5 and \$20. Tip: This does not apply to food and drink that is meant to be consumed on the premises.	<input type="checkbox"/> Yes
16	The receipt must include each of the following: <ul style="list-style-type: none"> ■ Date of purchase ■ Amount paid for each item ■ Total amount paid ■ Separate statement of tax ■ Name and address of store 	<input type="checkbox"/> Yes
17	Receipts for electronics that cost more than \$100 must also include the make and model number of the item.	<input type="checkbox"/> Yes
	Price Accuracy	
18	When items are scanned, the price must match the lowest item price, shelf price, sale price, or advertised price.	<input type="checkbox"/> Yes
19	If no scanners are used, the price at checkout must still match the lowest item price, shelf price, sale price, or advertised price.	<input type="checkbox"/> Yes
20	Tax cannot be charged on tax-exempt items. Tip: Check with the New York State Department of Taxation and Finance for a complete list of which items are exempt.	<input type="checkbox"/> Yes

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	Requirement	Do you meet this requirement?
	Layaway Plans	
21	<p>If layaway is offered, each of the following written disclosures must be provided to consumers prior to accepting any payments over \$50 in 4 installments or more:</p> <ul style="list-style-type: none"> ■ Description of the item, including name, brand, color, and model number ■ Total cost of the item including tax ■ Charge to use layaway and any cancellation fee ■ Duration of the layaway plan ■ Payment schedule and any consequences of missed payments ■ Refund policy ■ Notice of whether or not the item won't be removed from inventory until a certain number of payments have been made <p><i>Example 1:</i> NOTICE: NO MERCHANDISE WILL BE REMOVED FROM INVENTORY UNTIL X% OF THE PURCHASE PRICE HAS BEEN PAID.</p> <p><i>Example 2:</i> ATTENTION: YOUR SELECTION OF MERCHANDISE WILL NOT BE ORDERED UNTIL YOU HAVE MADE YOUR NEXT TO FINAL PAYMENT.</p>	<input type="checkbox"/> Yes
	Expired Over-the-counter Medication	
22	It is illegal to sell over-the-counter medication after the expiration date on the label.	<input type="checkbox"/> Yes