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FREQUENTLY ASKED QUESTIONS

What is MortuaryMall.com?

MortuaryMall.com is the innovative online shopping site designed for funeral professionals by funeral professionals. Much like a traditional mall, MortuaryMall.com offers a convenient location, a terrific shopping experience, and a wide selection of products.

What is different about MortuaryMall.com?

What's different is our variety. We offer traditional funeral equipment & supplies made by the funeral industry's most trusted companies, as well as an unparalleled selection of products & services from the industry's most innovative companies.

Why should our company showcase its products on MortuaryMall.com?

There are three big reasons why your company should offer its products for sale on MortuaryMall.com:

- 1) **Convenience** — Instead of funeral service professionals having to search through online directories or trade publication ads hoping to find your company's website address, MortuaryMall.com features a memorable URL and will be branded to be the most convenient site to find and purchase funeral products online.
- 2) **Exposure** — By offering your company's products alongside other top funeral companies, MortuaryMall.com's large volume of traffic will translate into greater visibility and awareness of your products than if they only appeared on your standalone website. And unlike advertisements in industry trade publications, the pages showcasing your company's products on MortuaryMall.com are FREE.
- 3) **Sales** — Increasing the number of funeral service professionals that can find and view your products can translate into additional sales for your company.

If we decide to sell our company's products on MortuaryMall.com, how will our product information get loaded onto the website?

If your company has a website, you can just email us links to the products you want to sell on MortuaryMall.com. We will pull the information & pictures from your site for ours. Our goal is to make it as simple for vendors as it will be for consumers, and we don't think it can get easier than by us doing most of the work for you. There will be a few pieces of information that we will need that won't be on your website, but it'll be information that should be easy enough for you to provide to us. If your company doesn't have a website, it'll take a little more time and effort, but we are happy to do the extra work to help sell your products.

How long would our company have to commit to its products being on MortuaryMall.com?

There is no time commitment. We hope that you give us several months to a year as a testing period, but you are certainly welcome to have your products removed from our website at anytime. And should you change your mind and decide you want your products put back on MortuaryMall.com, we will be happy to do so again.

Would we have to put all of our products for sale on MortuaryMall.com?

No. In fact, you are more than welcome to start with only one of your company's products on MortuaryMall.com as a test to see how we do and how our process works.

And how will the MortuaryMall.com process work? What happens when a customer places an order for our products?

There are three simple steps in the MortuaryMall.com process:

- 1) After verifying the order's shipping address, we then email or fax the order information to your company.
- 2) Your company drop ships the order directly to the customer and emails us the tracking number for the order.
- 3) After we receive the tracking number, we pay your company within 3 business days or at the end of every month, whichever is preferred.

So our company would get to pick when we get paid by MortuaryMall.com, but how would we get paid?

MortuaryMall.com will initially offer three forms of payment from which you can choose:

- 1) We can send payments electronically via PayPal.
- 2) We can mail MortuaryMall.com company checks.
- 3) You can keep a MortuaryMall.com credit card number on file.

How does MortuaryMall.com make money?

MortuaryMall.com gets paid commissions on the products that are sold on our website, and the commissions depend on the terms we have mutually agreed upon beforehand. We understand that each of your products has a different profit margin, so we are happy to work with you to determine fair compensation for each individual product. We want our relationship with your company to be mutually beneficial and profitable so that you will want to continue to do business with MortuaryMall.com for years to come.

Are there any listing fees or other recurring costs on MortuaryMall.com that we should know about?

There are no listing fees or other recurring costs to sell your products on MortuaryMall.com.

We think we'd like to try out MortuaryMall.com. How do we get started?

Feel free to call 1-844-MORT-MALL to get started, or email us at wecare@mortuarymall.com with a good time for someone from MortuaryMall.com to call you.