



## IFHV EXTENDS AGREEMENT WITH AURORA CASKET COMPANY THROUGH 2013



For the last eight years Aurora has been a supply partner to the IFHV and this partnership has grown into a strong working relationship that has benefited both parties. Aurora is a family owned business that has been owned by the same two families since the company started. It is due to this family ownership that Aurora has naturally grown and supported the independent funeral director. Their relationship with independent funeral directors throughout United States has been their focus over the years and continues to be in the future. Aurora believes strongly that independent funeral homes and independent suppliers provide the funeral industry and the families served the best service and product.

Aurora is pleased to continue to provide the following services to IFHV and it's members.

- Three full time sales reps (over 75 years-combined experience) in the state of Virginia giving the IFHV members coverage through out the state.
- Sales reps who approach all firms equal regardless the size and provide the same level of service to all the firms.
- A Toll free customer service staff who is available seven days a week. Orders can be placed directly with customer service as well as any inquiries the member may have.
- Three fully staffed service centers that provide daily delivery to most of the state. Areas outside of the daily delivery receive twice weekly.
- A 24-hour turn around on customized insert panels as well as in stock preferred units.
- On line orderings. This allows the members to place order directly with us on line 24 hours a day.
- Merchandising and marketing support as well as individual planning consultations.
- A number of programs available to members that will assist them in enhancing their selection rooms through new display methods.
- The "Family Advisor" display software is the industry leader. This software allows a member to present a greater number of caskets, vaults and markers to families in a very user-friendly setting. Many existing IFHV members are currently using this system with great success.
- Support with the IFHV convention, newsletters and directory

### **IFHV MEMBER FINANCIAL SAVINGS!!!!**

**IFHV Member Discount: 17% discount, terms 15EOM, net 60**

Additional Year End Rebates

**IFHV Rebates:** Rebates to be paid annually by end of first quarter.

- Annual net rebate of 2% if funeral home purchases over \$25,000 in caskets in calendar year
- Annual net rebate of 4% if funeral home purchases over \$50,000 in caskets in calendar year
- Annual net rebate of 6% if funeral home purchases over \$75,000 in caskets in calendar year