



Your questions, *answered.*

Everything on this sheet is also at memorybooked.com/mortuary-white-label. If your question isn't here, call us — (801) 477-4244.

What does it cost the family?

Nothing to start. Creating the book, inviting people and collecting memories is free. The family pays only if they order a printed copy: \$34.95 for a 20-page 10×10 hardcover, \$1.25 for each additional page, plus shipping. Friends and relatives can gift pages toward the book instead of sending flowers, and many books are fully funded that way.

What does it cost our funeral home?

Nothing. There is no setup fee, no monthly fee and no minimum number of families. We build your co-branded page, your QR cards and your counter card at our expense. Your funeral home earns 20% of every book a family you enrolled orders.

How and when are we paid?

A monthly statement lists families enrolled, books ordered and commission earned. We pay by direct deposit once you're owed \$200, and every January for any balance left. Commission is 20% of the book price on every copy, including copies paid with gifted pages; shipping is not commissioned. Partners paid \$2,000 or more in a year receive a 1099.

What does our director actually have to do?

At the arrangement conference, enter the family contact's name and email on your partner page. That takes about a minute. The family receives an invitation from your funeral home with their book already started. There is nothing to monitor afterward.

What if the family isn't interested?

Nothing happens. There is no cost and no obligation, and we do not contact the family again unless they open their book.

What if hardly anyone contributes?

The family organizer can add pages themselves, and a book can be as short as 20 pages. In practice books grow as the family shares the link — each person who attended the service is a potential page.

Who can see the photos and stories?

The family. Every project is private by default: the organizer decides who is invited and whether the page is visible to anyone else. Your funeral home never has access to a family's content.

What if someone submits something inappropriate?

Nothing goes into the book without the family organizer’s approval. Every memory and photo is reviewed by them before it is placed.

How long until the family has the book?

Books are printed to order. Standard shipping arrives 3 to 8 business days after the book ships; expedited arrives in 2 to 4. Families working toward a date should order two to three weeks ahead.

Who handles questions or problems?

We do. Families contact Memory Booked directly for help, reprints or shipping issues — never your staff. A damaged or misprinted book is reprinted at no charge.

We already use Tukios, Tribute or another website provider. Does this conflict?

No. Memory Booked is a link on your obituary pages and a QR card in your memorial folders. There is nothing to install and nothing to replace.

Can we offer it to families we served in the past?

Yes. Many funeral homes introduce it as an aftercare touchpoint months after the service. Enroll a past family exactly the same way.

Can we include a book in a service package?

Talk to us. If you would rather include a book in a package than have families order directly, we will set that up with you.

Is there a long-term commitment or a minimum?

No long-term commitment and no minimum number of families — cancel anytime. When a director first signs in, they accept a one-page set of partner terms online. If you cancel, families who have already started a book are never affected, and any balance you’re owed is paid in full with the next monthly payment.

What your funeral home earns

\$6.99

on a 20-page book (\$34.95)

\$14.49

on a typical 50-page book (\$72.45)

\$43.47

when a family orders three 50-page copies

20% of the book price, every copy, by direct deposit

Ready when you are.

Free setup, a sample book for your arrangement room, and 20% from the first order.

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