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| **BESPOKE UNDERTAKINGS**  **FREQUENTLY ASKED QUESTIONS** |

## Is this regulated? What licenses apply?

Bespoke Undertakings is not a funeral home, crematory, or licensed funeral establishment. We do not handle bodies, perform cremations, or take custody of decedents. Our work begins after the family already has cremated remains in their possession. When tasks require a licensed funeral establishment or cemetery operator, the family contracts directly with that provider. We can attend, interpret options, and support decisions, but we don't replace the licensed provider's role. Our founder holds funeral director licenses in Texas (#120653), South Carolina, Montana, and Washington, which are verifiable through state licensing boards.

## Do you take custody of cremated remains?

No. We never take custody of cremated remains. The ashes stay in the family's possession throughout our engagement. When placement occurs (at a cemetery, columbarium, or scattering location) the family or the receiving facility handles the physical transfer. We coordinate, advise, and attend, but custody remains with the family or passes directly to the final placement provider.

## How is this different from a funeral home?

Funeral homes handle what happens immediately after death: first call, body care, cremation or burial, and services. Their work typically ends when the family receives the ashes. Bespoke Undertakings' work begins there. We help families who already have cremated remains figure out permanent placement, including options like cemetery inurnment, scattering, home memorials, or cremation jewelry. We don't maintain chapels, fleets, or crematories. We focus exclusively on post-cremation guidance.

## How is this different from a cemetery?

Cemeteries sell burial plots, niches, and related services at their specific location. They're one option among many. Bespoke Undertakings is vendor-agnostic. We help families understand all their options (including cemeteries, scattering, home memorials, and more), then coordinate with whichever providers the family chooses. We work for the family, not for any cemetery or vendor.

## What does it cost?

All pricing is published at bespokeundertakings.com/pricing. Core service tiers:

**Off the Mantel (general families):**

* Custom Guidance: $495
* Permanent Placement: $895
* Memorial & Placement: $1,395
* Full-Day Support: $1,895

**Earned Honor (veterans):**

* Veteran Placement: $495
* Spouse/Dependent Placement: $495

**End of the Rainbow Bridge (pets):**

* Custom Curated Plan: $295

Optional enhancements available. Travel beyond 30 miles billed at $3/mile. No hidden fees.

## What if families live outside DFW?

Bespoke Undertakings is based in Denton, Texas and primarily serves the Dallas-Fort Worth metroplex. However, much of what we do (options exploration, planning sessions, vendor research, documentation) can be handled virtually. For families outside our service area, we offer remote consultation. If physical presence is needed for placement attendance, we can discuss travel arrangements or refer to local providers.

## What about scattering laws in Texas?

Texas permits scattering of cremated remains on private property with the owner's written consent, on public land where not prohibited, and at sea (following EPA guidelines for distance from shore). Scattering in state parks requires a permit. We help families understand what's permitted, obtain necessary permissions, and coordinate logistics. For scattering locations outside Texas, we research applicable state or local regulations.

## Why haven't I heard of this before?

Because it's new. The funeral industry has operated the same way for decades. We identified a gap (families choosing cremation but receiving no guidance on permanent placement) and built a service to fill it. You haven't heard of it because it didn't exist until now.

## Why can't families just do this themselves?

They can. Everything we help with is technically something families could figure out on their own. But most don't know where to start, what questions to ask, or what options exist. We know the cemeteries, the regulations, the vendors, and the pitfalls. We can save families time, frustration, and costly mistakes, especially during a period when they're grieving and decision-making is hard.

## How do I know I can trust you?

Our founder is a licensed funeral director with verifiable credentials in four states. You can look up Texas license #120653 on the Texas Funeral Service Commission website. Our consultants earn salaries, not commissions, so recommendations are based on family needs, not incentives. Our pricing is transparent and published. We voluntarily follow FTC Funeral Rule consumer-protection principles even though we're not legally required to. We stake our professional reputation on doing this well.

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