

Internet and Telephone Orders

Birth and Death records are available online or over the phone using a valid Visa, Mastercard or Discover credit card under the applicant's name. To order by phone please call (585) 753-5135. To order online click here: [Online Order](#)

What are the fees to order online or over the phone?

All orders placed online or over the phone with a credit card incur a processing fee of \$10 per order. The following options are available for shipping:

ORDERS SHIPPED WITHIN THE UNITED STATES:

STANDARD ORDER: \$40 (\$30 certificate + \$10 handling fee)

Order will be processed within ten (10) business days and sent via USPS First Class Mail.

General delivery time is 15-20 business days.

PRIORITY ORDER: \$55.00 (\$30 certificate fee + \$10 handling fee + \$15 expedite fee)

Order will be processed within two (2) business days and sent via USPS First Class Mail.

General delivery time is 5-10 business days.

EXPEDITED ORDER: \$65.00 (\$30 certificate fee + \$10 handling fee + \$25.00 expedite & ship fee)

Order is processed the next business day and sent via USPS Priority Mail.

Delivery time is 3-5 business days.

OVERNIGHT ORDER: \$80.00 (\$30 certificate fee + \$10 handling fee + \$40.00 UPS Charge)

Order will be processed the next business day and sent via UPS Overnight with a guaranteed delivery by end of business the 2nd business day from placing the order. Example: Order Monday and receive by end of business day Wednesday.

** SIGNATURE REQUIRED

ORDERS SHIPPED TO INTERNATIONAL DESTINATIONS:

STANDARD ORDER: \$40.00 (\$30 certificate fee + \$10 handling fee)

Order is processed within (10) ten business days and sent via USPS First Class Mail.

Allow up to 30 days for receipt of record.

PRIORITY ORDER: \$65.00 (\$30 certificate fee + \$10 handling fee + \$30 shipping fee)

Order is processed within (2) two business days and sent via USPS Priority Mail - International.

Allow up to 10 business days for receipt of record. Actual number of days may vary based on origin, destination, and customs delays.

What if I don't have a credit card in my name?

If you are using a third party's credit card you will be required to place the order over the phone with one of our representatives and the credit card holder must be present to give our representative their information. The record **MUST** be shipped to the person entitled to the record **ONLY**.

What if I need to submit additional documentation with my order?

If you are required to submit a court order, guardianship papers, or other supporting documentation, you can send them via fax to (585) 753-5961.