

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 non-refundable processing fee of \$10 per order. The following options are available for shipping:

ORDERS SHIPPING WITHIN THE UNITED STATES:

STANDARD ORDER: \$40 (\$30 certificate + \$10 handling fee) – order received within 15 business days.

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

IDEAL FOR: Customers who have time to wait for delivery of their record. General delivery time is 15-20 business days.

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

**Your order will be processed the next business days and sent via USPS First Class Mail.

IDEAL FOR: Customers within New York state and surrounding counties who have time to wait for delivery of their record. General delivery time is 7-10 business days.

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

**Your order is processed the next business day and sent via USPS Priority Mail.

IDEAL FOR: Customers needing delivery within 2-3 business days (including Saturdays).

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

**Your order is processed the same business day if placed by 3PM EDT or the next business day if placed after 3PM EDT and sent via UPS Overnight with a guarantee deliver by 5PM or UPS will refund the charge. ** SIGNATURE REQUIRED (Not guaranteed if person is unavailable to sign)

ORDERS SHIPPING TO CANADA/MEXICO AND OTHER INTERNATIONAL DESTINATIONS:

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

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

IDEAL FOR: Customers who have time to wait for delivery of their record. Allow up to 30 days for receipt of record.

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

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

IDEAL FOR: Customers needing delivery within 6 to 10 business days.

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 person must be present for the representative to speak with. The record **MUST** be shipped to the person entitle to the record **ONLY**.

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

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