

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: \$40.00 (\$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 expedite & shipping 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 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, the record will 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.