

## 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) 753-5141. 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.

##### **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.

##### **TWO BUSINESS DAY ORDER: \$80.00** (\$30 certificate fee + \$10 handling fee + \$40 expedite & shipping fee)

Delivery time is 2 business days. Order is processed the next business day and sent via FedEx.

#### 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.

### 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.