



Home Pet Euthanasia

of Southern California

Return of Cremains (Ashes) Policy

We understand how difficult the loss of your pet is and if you have chosen to have your pet's ashes returned to you, how much it means to you to receive them in a safe and timely manner. This is why we chose to go the extra mile and deliver your pet's ashes personally. This involves considerable commitment and we have developed the following policy in order to be able to continue to offer this invaluable service.

1. Your pet's ashes will NOT be delivered by a third party courier and will not be sent in the mail. We will *personally* bring your pet's ashes back to you, unless specifically agreed upon priorly.
2. Ashes are delivered on Saturdays (usually in the morning) unless you are outside of our primary service area (if you were charged a travel fee, ashes delivery may not be on a Saturday.)
3. We will call you ahead of time and make an appointment with you to ensure that your pet's ashes will be received safely and that someone is home.
4. We will not deliver your pet's ashes unless we have personally spoken to you and arrangements for delivery have been agreed upon.
5. You may choose to have your pet's ashes delivered to your home, to your place of work or to a trusted friend's or family member's home.
6. If it is impossible for you to receive your pet's ashes during our normal delivery route, we can arrange for a special delivery at a different time, however, an additional fee of \$25 applies.
7. If, upon arrival at your home or work at the agreed upon time slot, no one is available to receive your pet's ashes, we can attempt to deliver your pet's ashes to your primary veterinarian if you find this appropriate and if they are located within 5 miles of your home. If they are closed or if they decline to care for your pet's ashes until you are able to pick them up, another delivery time will have to be arranged for.
8. There will be a \$45 additional charge payable at the time of the delivery of your pet's ashes **if (and only if)** a second delivery has to be arranged for after the first one has failed.

I agree to have my pet's ashes delivered to my primary veterinarian's office if I am not home at the agreed upon time of the delivery.

Primary Veterinarian

Primary Veterinarian's phone number

I do not wish to have my pet's ashes delivered to my primary veterinarian's office if I am not home at the agreed upon time of the delivery.

"I understand the above policies regarding return of my pet's ashes by Home Pet Euthanasia of Southern California and agree to them."

signature

date