



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 offer 3 different ways you can receive your pet's ashes including the option for us to deliver your pet's ashes personally. This involves considerable commitment and we have developed the following procedures in order to be able to continue to offer this invaluable service.

I choose the option below for having my pet's ashes returned to me:

- Not Applicable (no ashes returned)
- I will pick up my pet's ashes at Home Pet Euthanasia's office in the city of Orange. **Ashes are picked up on Sundays only and by appointment only.** Our office will contact you via email to set up a time frame and give you specific directions once your pet's ashes are ready (no additional fee for this option).
- I wish to have my pet's ashes delivered to my primary veterinarian. Please contact your veterinarian to get their permission for this option. Your pet's ashes will be delivered 2 weeks after the euthanasia. No appointment necessary. No additional fee for this option. This option is available only for Veterinary offices located in Orange County and Riverside County. **Please note that paw prints cannot be delivered to a veterinarian's office. Paw prints and hair clippings are mailed or can be picked up at our office as per above.**

Clinic name

Address

phone number

- I wish to have my pet's ashes personally delivered to my home by Home Pet Euthanasia. Additional fees apply: \$85 for Orange County and for 0-29 miles, 30-40 miles \$150, 40-50 miles: \$185. Over 50 miles: this option is not available. We will contact you once your pet's ashes are ready to be brought home to arrange for a delivery time. Ashes are delivered on Saturdays. We will give you a time frame according to the logistics of our delivery route. If, after making an appointment with you for you to receive your pet's ashes, you are not home, we will set up a new delivery on the following Saturday and the delivery fee will be assessed newly according to the above fee schedule. We will not attempt delivery without a confirmed appointment with you.

We understand that sometimes, it is difficult to remember everything that was agreed upon at a time where emotions run high and you are distraught over having your pet pass away. Therefore, please keep a copy of this Return of Ashes policy as well as the following answers to FAQs. For more details, please see the information on the Aftercare page on our website.

FAQ regarding the return of your pet's ashes or paw print

- Why can't I pick up my pet's ashes or paw print anytime I want?

We are a 100% mobile service. Our office is not set up to receive clients except by appointment. Our staff are not reliably present at our administration office during regular hours. Therefore, it is important for you to follow our procedure for having your pet's ashes returned to you. We will contact you when your pet's ashes are ready to be picked up or delivered and we will set up a time for the appointment.

- Do I pick up my pet's ashes at the address on the website?

NO. The address on our website is a PO Box. When we contact you to make an appointment with you, you will be given our address and directions on how to get there along with the date and time of your appointment.

- What is the time frame when my pet's ashes will be ready?

Your pet's ashes will be ready 2-3 weeks after the euthanasia visit. Truthfully, it is possible/likely that your pet's ashes will be ready before that time frame, however, due to sometimes unforeseen delays we cannot guarantee that they will be available within less than 2-3 weeks and it can sometimes be longer around a holiday.

- What factors could make it longer for my pet's ashes to be ready?

Holidays

Ordering a custom/engraved urn can delay the return of your pet's ashes.

Special requests which involve special ordering, or requests for paw prints or hair clippings made after the euthanasia visit.

"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