

## CREMATION PROCESS

Cremation is performed to prepare the remains of the pet for final disposition. It is carried out by placing the pet's remains into a cremation chamber or retort where they are subjected to intense heat and flame. A private cremation is a cremation procedure during which only one animal's body is present in the cremation chamber during the cremation process.

During the cremation process, it may be necessary to open the cremation chamber and reposition the remains of the animal in order to facilitate a complete and thorough cremation. Through the use of suitable fuel, the incineration of the container and its contents is accomplished and all substances are consumed or driven off, except bone fragments (calcium compounds), metal and other non-combustible materials, as the temperature is not sufficient to consume them. Due to the nature of the cremation process, any possessions or materials, such as collars or tags that are left with the animal and not removed prior to cremation may be destroyed or if not destroyed will be disposed of by the Crematory. The Authorizing Agent understands that arrangements must be made to remove any such personal possessions or materials prior to the time that the animal is transported to the Crematory.

Following a cooling period, the cremated remains shall be recovered by manual means, such as brushing and industry-specific means, such as vacuuming, in order to retrieve the cremated remains from the cremation chamber. Although the Crematory will make reasonable efforts to remove all the cremated remains from the cremation chamber, some dust and other residue from the process will be left behind. Active commingling cannot by definition occur with a private cremation. However, while every effort will be made to avoid commingling, inadvertent and incidental commingling of minute particles of cremated remains from the residues of previous cremations is possible. The Authorizing Agent understands and accepts that some incidental commingling is possible.

After the cremated remains are removed from the cremation chamber, all non-combustible material (insofar as possible) will be separated and removed from the animal bone fragments by visible and/or magnetic selection. Other non-bone fragment foreign material recovered with the cremated remains shall be removed prior to processing so that only animal bone fragments will remain. Non-bone fragment and foreign material may be commingled with other like material and shall be disposed of in accordance with all applicable laws. The Authorizing Agent understands and authorizes Crematory to dispose of these materials and similar materials from other cremations in a non-recoverable manner.

When cremated remains are removed from the cremation chamber, the skeletal remains often will contain recognizable bone fragments. Unless otherwise specified, after the bone fragments have been separated from the other material, they will be mechanically processed, pulverized. The process of crushing or grinding may cause incidental commingling of the remains with residue from the processing of previously cremated remains. These granulated particles of unidentifiable dimensions, which are virtually unrecognizable as animal remains, will then be placed into a container provided by the crematory or an urn selected by the authorizing agent.