Rupert's

Pet Cremation & Transport

"We Treat Your Pet Like Our Own"

ABN 12 108 378 429

Phone 0416 582 782
Phone 0416 582 352
Email info@rpct.com.au
Web www.rpct.com.au

Cremation Packages

Valid From October 2026



An individual and caring cremation for your cherished pet







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COVID-19 Update

April 2025

Dear Clients,

Rupert's Pet Cremation & Transport have enacted the Australian Veterinary Associations 'Risk Management' & 'Infection Prevention and Control' standards. As well as following all government health advice and restrictions.

As an 'Essential Service' we will continue to operate to provide our important afterlife service to you and your treasured companions.

As health and safety is our number one priority, we ask you (where possible) to observe the following guidelines:

1. **Advise if you have had contact with a Covid-19 positive person AND/OR have any flu-like symptoms**
2. **Advise if you or any member of your household has been to any Covid-19 hotspot**
3. **Wear a mask covering your mouth and nose whilst our team are at your house**
4. **Wash your hands thoroughly and use a hand sanitiser just prior to our teams arrival at your house**
5. **1 person ONLY to meet our team outside your house, in a well-ventilated area (where possible)**

Please be assured that we are doing everything possible to minimise the risk to our staff, clients, pets, suppliers and the wider community.

Kind Regards
Michelle & Scott Annabel

Rupert's Pet Cremation & Transport

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About Us

At *Rupert's Pet Cremation & Transport* our aim is to ease the grief associated with losing a beloved pet, by providing a compassionate and individual cremation service.

We are a dedicated husband and wife team, who have lived on the Central Coast for over 30 years. Scott and I (Michelle) have owned pets all our lives and are, above all, animal lovers ourselves. We are passionate about providing the best care for you and your treasured pet.

As crematory operators, Scott & I are both accredited by the International Association Of Pet Cemeteries & Crematories (IAOPCC). Our fully trained and caring team will look after everything from collection of your beloved pet, to return of your pets ashes.

***Rupert's* services all suburbs of the Central Coast of NSW.**



The Team At Rupert's

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Pet Cremation & Transport

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Cremation Timeframe

Rupert's Pet Cremation & Transport offers a personal and timely cremation service to you and your precious pet.

We will collect your pet as soon as possible, usually within a few hours of receiving your call. Your pet will be carefully transported to our cremation facility where he/she will receive an individual cremation.

Once cremated, your pets ashes will be transferred into the urn of your choice and returned to you within 10 business days of collection. Express service can be provided at an additional fee.

We offer a range of pet cremation options;

1. Cremation ONLY – No Urn, No Return
2. Supply Own Urn Package
3. Scatter Box Urn Package
4. Classic Timber Urn Package
5. Modern Timber Urn Package
6. Premium Brass Urn Package

OR we can tailor a package to meet your needs.

We also offer a range of memorial products to help commemorate the life and love of your treasured pet.

Rupert's Pet Cremation & Transport guarantees you will receive ALL of, and ONLY your pets ashes. We pride ourselves on following a comprehensive cremation process which includes a detailed identification and tracking system.

**See terms and conditions at end*

Rupert's

Pet Cremation & Transport

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Pricing & Payment

Pricing is in Australian Dollars, valid from October 2026 and includes GST.

Memorial Product pricing is valid with a Cremation Package (delivery fees apply for products purchased without a cremation package).

A deposit is required prior to collection, balance due prior to return and within 4 weeks of collection.

Accepted payment methods are: cash and bank deposit.

Cremation Option	0 - 5kg	5.1 - 20kg	20.1 - 40kg	40.1 - 60kg	60.1 - 85kg
Cremation ONLY	$260	$295	$315	$350	$375
Supply Own Urn	$290	$330	$360	$390	$415
Scatter Box Urn	$300	$340	$370	$405	$435
Classic Timber Urn	$330	$370	$400	$440	$480
Modern Timber Urn	$355	$395	$425	$460	$505
Premium Brass Urn	$380	$420	$450	$495	$540

Paw/Nose Prints	0 - 5kg	5.1 - 20kg	20.1 - 40kg	40.1 - 60kg	60.1 - 85kg
Paw Mould	$45	$60	$70	$80	$90
Paw Photos	$60		$80		$100
Paw Cutout Photos	$70		$90		$110
Paw Photo Bundle	$120		$160		$200
Nose Photos	$45		$70		$90
Nose Cutout Photos	$60		$80		$100
Nose Photo Bundle	$95		$140		$180

Memorial Products	Cost Each
Keepsake Necklace Pendant	$65
Keepsake Necklace Chain	$15
Keepsake Key Chain	$60

Discontinued Products	Cost Each
Bone Candle	$35
Stone Round	$35
Stone Cross w Paw	$50
Photo Key Chain	$15

**See terms and conditions at end*

Rupert's

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Cremation Options

The cremation only service includes:

- ♥ Private, individual and loving cremation of your pet
- ♥ Prompt transfer of your pet from your home or vet
- ♥ Ashes scattered

Every urn cremation package includes:

- ♥ Private, individual and loving cremation of your pet
- ♥ Prompt transfer of your pet, to and from your home or vet
- ♥ Framed 'Certificate of Cremation' (Our guarantee that you will receive ALL of and ONLY your pets ashes)
- ♥ Ashes double bagged/sealed and returned in urn of your choice or supply your own
- ♥ Choice of plaque colour & inscription for timber & brass urns
- ♥ No plaque included when supplying your own urn
- ♥ Memorial Box with Keepsakes



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Rupert's

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Memorial Box

Every urn cremation package comes with a FREE Memorial Box including these keepsakes:

- ♥ Pet Keepsake Box with Pets Name & Poem
- ♥ "Rainbow Bridge" Poem Card
- ♥ Card Photo Frame
- ♥ Scatter Box Tin (no plaque) with timber or brass urn packages
- ♥ Lock of Fur/Feathers
- ♥ Glass Jar Candle "In Loving Memory Of" with Pets Name/Dates
- ♥ Everlasting Memorial Seed Card (1g Australian pink/white Daisy everlasting seeds – will cover 1m^2 garden bed)





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Scatter Box Urn Cremation Package Options

Scatter Box Tin

- Classic matt black colour
- Available in 6 sizes
- Lightweight tin construction
- Opening lid - can be permanently sealed
- Silver plaque - affixed to lid
- For indoor display or outdoor burying





SBT

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Scatter Box Urn Cremation Package Options

Scatter Box Tubes

- ♥ 4 x Designs available – flowers or ocean (dog & cat designs have been discontinued, only available while stocks last)
- ♥ Available in 2+ sizes depending on design
- ♥ Lightweight card construction, biodegradable
- ♥ Opening lid - can be permanently sealed
- ♥ White label - affixed to front
- ♥ For indoor display or outdoor burying



SBF



SBO



SBD



SBC

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Classic Timber Urn Cremation Package Options

Classic Timber Red Box Urn

- ♥ Handcrafted red coloured, MDF wooden urn
- ♥ Available in 4 sizes
- ♥ Opening, hinged, lid with magnet closure - can be permanently sealed
- ♥ Plaque affixed – choice of colour/inscription





CRB

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Classic Timber Urn Cremation Package Options

Classic Timber Brown Photo Urn

- ♥ Handcrafted brown coloured, MDF wooden photo urn
- ♥ Available in 3 sizes
- ♥ Base comes affixed with two small screws
- ♥ Photo accessed by unscrewing base with screwdriver provided
- ♥ Plaque affixed – choice of colour/inscription

<u>Instructions to insert photo in urn:</u>

- ♥ Your ashes are sealed in a sachet inside your timber urn.
- ♥ Simply unscrew both screws in the bottom of your urn, with the small screwdriver provided. Remove the sachets of ashes.
- ♥ Swivel the photo toggle to remove backing and insert your desired photo
- ♥ Repeat steps in reverse order to put urn back together





CBP

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Classic Timber Urn Cremation Package Options

Classic Timber Red Photo Urn

- Handcrafted red coloured, MDF wooden photo urn
- Available in 3 sizes
- Base comes affixed with two small screws
- Photo accessed by unscrewing base with screwdriver provided
- Plaque affixed – choice of colour/inscription

Instructions to insert photo in urn:

- Your ashes are sealed in a sachet inside your timber urn.
- Simply unscrew both screws in the bottom of your urn, with the small screwdriver provided. Remove the sachets of ashes.
- Swivel the photo toggle to remove backing and insert your desired photo
- Repeat steps in reverse order to put urn back together





CRP

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Modern Timber Urn Cremation Package Options

Modern Timber Brown Box Urn

- ♥ Handcrafted brown hardwood urn
- ♥ Available in 4 sizes
- ♥ Opening, hinged, lid OR base affixed with small screws
- ♥ Plaque affixed – choice of colour/inscription



MBB

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Modern Timber Urn Cremation Package Options

Modern Timber Brown Motif Box Urn

- Handcrafted brown hardwood urn, finished with 2 rustic brass trims and paw motifs
- Available in 4 sizes
- Base comes affixed with four small screws
- Plaque affixed – choice of colour/inscription





MBM

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Modern Timber Urn Cremation Package Options

Modern Timber Brown Photo Urn

- Handcrafted brown hardwood, photo urn, finished with 2 or 3 rustic brass trims, lock & key
- Available in 3 sizes
- Opening lid with a functional key and lock system
- Photo accessed by unlocking urn and lifting lid
- Plaque affixed – choice of colour/inscription

Instructions to insert photo in urn:

- Your ashes are sealed in a sachet inside your timber urn
- Simply unlock the urn with the small key provided (Right to UNLOCK, Left to Lock)
- Swivel the photo toggles to remove backing & insert your desired photo
- Repeat steps in reverse order to put urn back together





MBP

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Modern Timber Urn Cremation Package Options

Modern Timber Veneer Photo Urn

- Handcrafted wooden timber veneer photo urn
- Available in 4 sizes
- This urn features a photo slot in front of a separate compartment to hold ashes
- Urn is accessed by means of 1 screw at the back of the frame
- The frame is finished with a clear coat lacquer
- Plaque affixed – choice of colour/inscription

Instructions to insert photo in urn:

- Slide bottom panel down to access photo slot at the front
- Insert your photo and slide panel back up





MTP

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Modern Timber Urn Cremation Package Options

Modern White Veneer Photo Urn

- Handcrafted wooden white veneer photo urn
- Available in 4 sizes
- This urn features a photo slot in front of a separate compartment to hold ashes
- Urn is accessed by means of 1 screw at the back of the frame
- The frame is finished with a clear coat lacquer
- Plaque affixed – choice of colour/inscription

Instructions to insert photo in urn:

- Slide bottom panel down to access photo slot at the front
- Insert your photo and slide panel back up





MWP

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Modern Timber Urn Cremation Package Options

Modern Mahogany Veneer Photo Urn

- Handcrafted wooden mahogany veneer photo urn
- Available in 4 sizes
- This urn features a photo slot in front of a separate compartment to hold ashes
- Urn is accessed by means of 1 screw at the back of the frame
- The frame is finished with a clear coat lacquer
- Plaque affixed – choice of colour/inscription

Instructions to insert photo in urn:

- Slide bottom panel down to access photo slot at the front
- Insert your photo and slide panel back up





MMP

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Premium Brass Urn Cremation Package Options

Premium Brass Silver w Gold Paws Urn

- ♥ Handcrafted urns made from the finest quality brass
- ♥ Silver urn with gold paw prints
- ♥ Intricate paw print engraving on front & lid
- ♥ Available in 3 sizes
- ♥ Securely fastened screw in lid that can be permanently sealed
- ♥ Plaque hung on silver chain around neck of urn – choice of colour/inscription





PSG

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Premium Brass Urn Cremation Package Options

Premium Brass Grey w Silver Paws Urn

- ♥ Handcrafted urns made from the finest quality brass
- ♥ Grey urn with silver paw prints
- ♥ Intricate paw print engraving on front & lid
- ♥ Available in 3 sizes
- ♥ Securely fastened screw in lid that can be permanently sealed
- ♥ Plaque hung on silver chain around neck of urn – choice of colour/inscription





PGS

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Premium Brass Urn Cremation Package Options

Premium Brass White w Silver Paws Urn

- ♥ Handcrafted urns made from the finest quality brass
- ♥ White urn with silver paw prints
- ♥ Intricate paw print engraving on front & lid
- ♥ Available in 3 sizes
- ♥ Securely fastened screw in lid that can be permanently sealed
- ♥ Plaque hung on silver chain around neck of urn – choice of colour/inscription





PWS

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Premium Brass Urn Cremation Package Options

Premium Brass Plain Silver Urn

- ♥ Handcrafted urns made from the finest quality brass
- ♥ Plain silver urn
- ♥ Available in 3 sizes
- ♥ Securely fastened screw in lid that can be permanently sealed
- ♥ Plaque hung on silver chain around neck of urn – choice of colour/inscription





PSO

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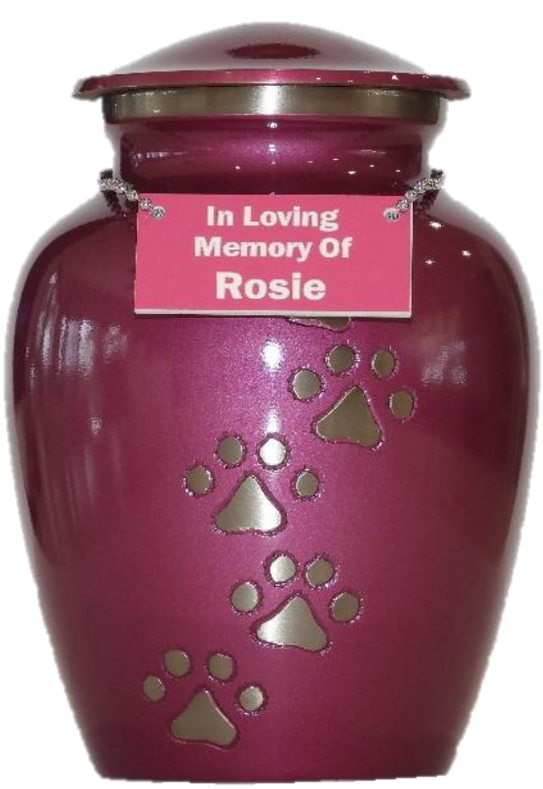
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Premium Brass Urn Cremation Package Options

Premium Brass Rose w Silver Paws Urn

- ♥ Handcrafted urns made from the finest quality brass
- ♥ Rose urn with silver paw prints
- ♥ Intricate paw print engraving on front & back
- ♥ Available in 3 sizes
- ♥ Securely fastened screw in lid that can be permanently sealed
- ♥ Plaque hung on silver chain around neck of urn – choice of colour/inscription





PRS

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Premium Brass Urn Cremation Package Options

Premium Brass Blue w Silver Paws Urn

- ♥ Handcrafted urns made from the finest quality brass
- ♥ Blue urn with silver paw prints
- ♥ Intricate paw print engraving on front & back
- ♥ Available in 3 sizes
- ♥ Securely fastened screw in lid that can be permanently sealed
- ♥ Plaque hung on silver chain around neck of urn – choice of colour/inscription



PBS

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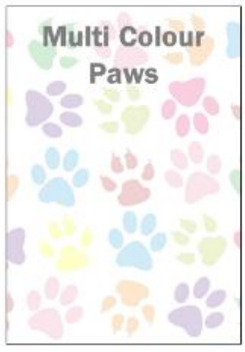
Memorial Products

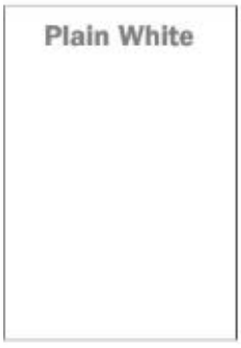
Framed Paw Print Moulds:

- Handmade, personalised pet paw print mould
- Paw fur is shaved and nails are trimmed back to bed for clear print
- Paw pads are cleaned and loose fur is removed with a soft brush
- Paw print impression made in polymer clay in silver, pink or teal and cured to set (teal clay discontinued, only available while stocks last)
- Paw mould affixed to background design of rainbow sky, pink hearts, multi-colour paw prints or plain white
- Paw mould and backing comes mounted in a black or white frame



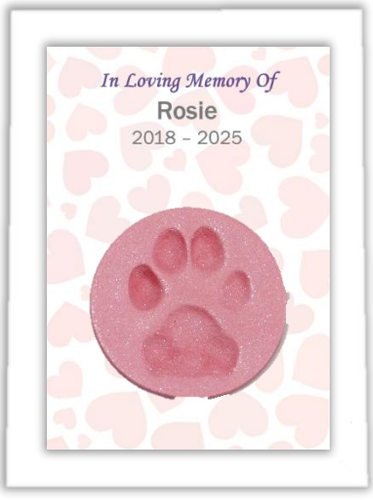












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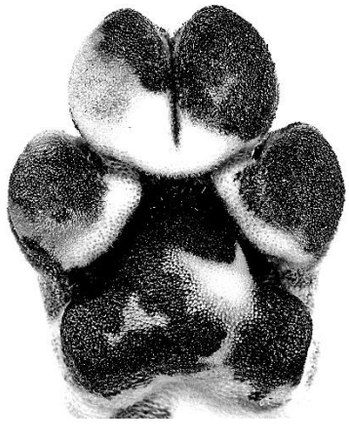
"We Treat Your Pet Like Our Own"

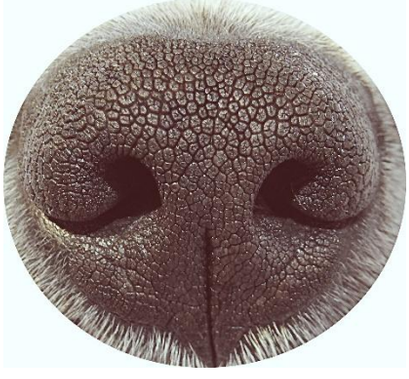
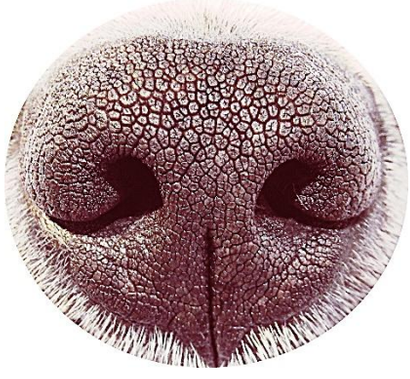
Memorial Products

Digital Paw or Nose Print Photos:

- High resolution, digital paw or nose print photos
- 10 cropped images provided on USB with edits
- Paw fur is shaved and nails are trimmed back to bed for clear print
- Nose fur is shaved
- Paw pads or nose are/is cleaned and loose fur is removed with a soft brush





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Memorial Products

Digital Paw or Nose Print Cutout Photos with Ink Look-Alike Edits:

- ♥ High resolution, digital paw or nose print cutout photos
- ♥ 2 print cutout images provided on USB with ink look-alike edits
- ♥ Paw fur is shaved and nails are trimmed back to bed for clear print
- ♥ Nose fur is shaved
- ♥ Paw pads or nose are/is cleaned and loose fur is removed with a soft brush



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Memorial Products

Keepsake Necklace:

- Available in a range of styles/colours
- Made from stainless steel
- Each pendant is designed to hold a small keepsake E.g. a lock of hair or a tiny amount of cremation ashes
- The bail unscrews to reveal a secret space for holding your keepsake
- 50cm stainless steel snake chains are available in 18ct gold plated or 925 silver plated and are sold separately



N01 N02 N03 N04



N05 N06 N07



N08 N09 N10



C01 C02

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Memorial Products

Keepsake Keychain:

- ♥ Available in a range of styles/colours
- ♥ Made from stainless steel
- ♥ Each keychain is designed to hold a small keepsake E.g. a lock of hair or a tiny amount of cremation ashes
- ♥ The bail unscrews to reveal a secret space for holding your keepsake
- ♥ Comes with keyring in same colour as keychain



K01



K02



K03



K04

**See terms and conditions at end*

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Discontinued Products - While Stocks Last

Bone Shaped Candle Holder:

- Handcrafted from high quality poly-resin, this memorial piece is supplied with a quality wax candle encased in a stylish glass jar



SBC

Artificial Garden Stones:

- A beautiful selection of pet memorial stones created out of weather resistant poly resin, designed to be placed in the garden to honour your lost pet



SRP



SCP

Photo Key Chains:

- Stylish PU leather key chains available in cream or grey. The leather display, opens to show two pouches where you can keep photographs and/or a lock of fur
- This high-quality memorial photo pouch comes embellished with a choice of charm sets; heart/circle or paw/wings



LPG



LPB



CPW



CCH

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Custom Order Products

Talking Stones:

- ♥ Offer a range of customised memorial products
- ♥ See the 'Custom' tab on our website https://rupertspetcremationandtransport.com.au/custom









**See terms and conditions at end*

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Custom Order Products

WFP:

- Offer a range of urns & memorial products
- See the 'Custom' tab on our website
  https://rupertspetcremationandtransport.com.au/custom









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Custom Order Products

Hairloom Pet Portraits:

- ♥ Offer a range of customised pet portraits using your pets fur
- ♥ See the 'Custom' tab on our website https://rupertspetcremationandtransport.com.au/custom







**See terms and conditions at end*

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Custom Order Products

Reterniti:

- Offer cremation stones made from your pets ashes
- See the 'Custom' tab on our website https://rupertspetcremationandtransport.com.au/custom





**See terms and conditions at end*

Rupert's

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"We Treat Your Pet Like Our Own"

Terms & Conditions – Page 1

By booking a service, placing an order, or making payment, you agree to these Terms and Conditions. "We," "us," and "our" refer to Rupert's Pet Cremation & Transport. "You" and "your" refer to the client placing the booking.

Services and Scope

- **Service area:** We service all suburbs of the Central Coast of NSW Australia. Urn cremation package prices include collection and return, cremation only prices include collection only.
- **Pet Size & Weight:** We are able to provide cremation services for pets weighing up to 85 kilograms. This limit ensures the safety of our team, the integrity of our equipment, and the dignity of the process.
- **Business hours:** Our standard hours are 8:30 am – 5:30 pm Monday to Friday, and 10:00 am – 2:00 pm most Saturdays.
- **Business hours collections:** We will collect your pet as soon as possible within business hours. Outside business hours, we recommend taking your pet to your local vet until we can collect.
- **After-hours and express:** Additional fees apply for after-hours collections or express returns.
- **Care prior to collection:** Keep your pet frozen where possible. Otherwise, place in a cool, dry location until collection.
- **Access and readiness:** Ensure safe access for collection at the agreed time and location, and that your pet is ready for transfer.
- **Third-party terms:** Talking Stones, WFP & Hairloom terms and conditions are available on the 'Custom' tab of our website: https://rupertspetcremationandtransport.com.au/custom

Pricing and Payment

- **Currency and tax:** All prices are in Australian dollars, valid from October 2026, and include GST.
- **Pet Weight Pricing:** Prices for cremation services and paw & nose print products are based on the pet's weight, which is taken upon arrival at our cremation facility.
- **Memorial product pricing:** Memorial product pricing is valid when purchased with an urn cremation package. Delivery fees apply for products purchased without a cremation package.
- **Product codes:** Product codes are the three letters shown under the pictures in our materials.
- **Deposit and balance:** A deposit is required prior to collection. The balance is due prior to return and within 4 weeks of collection. Accepted payment methods are cash and bank deposit.
- **Refunds and replacements:** Please choose carefully as no refunds are issued for change of mind. Faulty items may be replaced within 7 days of package being returned to home or vet.

Timeframes and Exceptional Circumstances

- **Standard timeframes:** From collection, allow 10 business days for return. Provided all required details are received within 3 business days of collection and full payment is made prior to return.
- **Exceptional circumstances:** Timeframes may be void or extended in exceptional circumstances, including but not limited to equipment faults, illness, or stock delays.
- **Engraving delays:** Plaques will be posted within 15 business days direct to client when our engraver is on leave (e.g., Christmas, New Year, Easter).

Rupert's

Pet Cremation & Transport

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Terms & Conditions – Page 2

Cremation, Urns, Ashes, Plaques and Memorial Products

- **Cremation:** All pets receive an individual and private cremation. We guarantee that you will receive ALL of and ONLY your pets ashes.
- **Ashes preparation:** Ashes are double bagged and sealed inside the urn. If you supply your own urn, ashes will be bagged where possible as a temporary vessel to come home in.
- **Supplying your own urn:** This urn must be provided upon collection of your pet; otherwise, you will need to choose a scatter box.
- **Urn models and trims:** MBP Modern Brown Photo Urn comes with 2 or 3 brass stripe trims.
- **Scatter boxes:** Scatter box tubes come with a white label only; scatter box tins come with a silver plaque only. No additional scatter box tin is provided when you supply your own urn or with scatter box packages.
- **Plaque/label inscription text:** Maximum of 57 characters. Characters include all letters, numbers, symbols, spaces, punctuation etc.
- **Plaque colour options:** Timber or brass urns have a choice of plaque colours – bronze, silver, gold, rose gold, black, white, red, green, blue, pink or yellow.
- **Indoor use only:** All products are for indoor use only unless otherwise specified.
- **Urn sizing and ash volume:** The size of the urn is determined by the amount of ash from your pet. Pets 50 kg and over may have excess ash that does not fit in the largest urn; any excess ash will be provided in a scatter box tin without a plaque.
- **Colours and finishes:** Urn and memorial product colours and finishes may vary; natural variations are not defects. Timber urn brass finishes are rustic and may display unique variations in tone and texture.
- **Customisation:** Urns, stones, candles, charms, and pendants are pre-printed and cannot be customised.
- **Fur and feathers:** Fur or feathers are provided pending the condition of your pet and availability.
- **Keepsakes:** Ash or fur can be placed in a keepsake necklace pendant or keepsake keychain, by request, when purchased with a pet cremation.
- **Discontinued items:** Available only while stocks last; if unavailable, we will offer an alternative or a refund for that item.

Paw and Nose Prints

- **Availability and timing:** Must be requested prior to, or at the time of, collection. Available only with dog or cat cremations and subject to pet condition.
- **Selection and preparation:** Best paw will be chosen. Paw fur is shaved and nails are trimmed to the bed for clarity. Nose fur is shaved. Paw pads or nose are cleaned and loose fur removed with a soft brush.
- **Sizes and framing:** Determined by paw size.
- **Outcome variability:** Print clarity can vary due to anatomy and condition.

Aftercare & Product Handling

- For urns and memorial products, keep out of direct sunlight and avoid moisture. Clean products gently with a soft, dry cloth. Avoid abrasive cleaners to preserve the finish.

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Customer Responsibilities and Conduct

- **Information and approvals:** Provide accurate information and respond within 3 days of collection to maintain quoted timeframes.
- **Proper storage:** Follow storage guidance prior to collection (frozen where possible, otherwise cool and dry).
- **Access and safety:** Ensure clear, safe access for our team at the scheduled time and location.
- **Third-party arrangements:** You are responsible for any fees charged by vets or other third parties and for authorising release to us.
- **Conduct:** We understand grief can be profound; however, hostility or harassment will not be tolerated. We reserve the right to withdraw service in such circumstances.

Liability, Risk, and Indemnification

- **Care and handling:** We exercise expert care and professional standards in the collection, cremation, and handling of remains and products.
- **Limitations:** To the fullest extent permitted by law, our liability for any loss is limited to re-supplying the services or refunding applicable fees for the affected service.
- **Indemnification:** You agree to indemnify and hold harmless Rupert's Pet Cremation & Transport, its owners, employees, and agents against any claims, losses, or costs (including legal fees) arising from:
    - Your breach of these Terms
    - Improper storage or handling before our collection
    - Inaccurate, incomplete, or late information you provide
    - Actions or omissions of third parties arranged by you
    - Hazards at collection or return locations under your control
- **Force majeure:** We are not responsible for delay or failure to perform due to events beyond our control, including equipment failure, illness, weather, supply disruptions, or transport interruptions.

Changes, Acceptance, and Governing Law

- **Changes to terms:** We may update these Terms and Conditions from time to time. The version in force at the time of booking or payment applies.
- **Acceptance:** By booking, placing your pet in our care, ordering products, or making payment, you acknowledge and accept these Terms and Conditions.
- **Governing law:** These Terms are governed by the laws of New South Wales, Australia. You submit to the non-exclusive jurisdiction of the courts of New South Wales.

Data & Privacy

- **Contact details:** Will be used solely for service-related communication.
- **Personal information:** Will never be shared with third parties, except where required to fulfil the service.

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Unpaid Accounts

- **Deposit and balance:** A deposit is required prior to collection. The remaining balance is due prior to return and must be paid within 4 weeks of collection.
- **Payment reminders:** We will issue up to three reminders via email or text. If payment is not received within the 4-week period, services may be paused and return of ashes or memorial items delayed until payment is made in full.
- **Late payments:** Accounts unpaid after 6 weeks may incur a late fee.
- **Abandoned accounts:** If we are unable to reach you or receive payment within 3 months of collection, and after multiple contact attempts, we reserve the right to respectfully dispose of ashes and/or products or hold them in secure storage until further notice.
- **Storage fees:** Long-term storage of ashes or memorial items beyond 3 months may incur a monthly storage fee.
- **Legal recovery:** In cases of non-payment beyond 90 days, we reserve the right to pursue recovery through a debt collection agency or legal process. Any associated costs will be added to the outstanding balance.

Custom Order Products

- All custom-made products (including jewellery, memorial items, artwork, and cremation stones) are supplied by external manufacturers. Each supplier has their own independent Terms and Conditions, including policies relating to production timeframes, warranties, refunds, exchanges, and shipping. By placing a custom order through Rupert's, clients agree to the Terms and Conditions set by the manufacturer of that specific product. Rupert's Pet Cremation & Transport is not responsible for supplier-determined policies or outcomes.

Agreement

- By booking with us, you confirm you have read, understood, and accepted these Terms & Conditions.

Consent to Cremate

Rupert's Pet Cremation & Transport



CREMATION ID: RPCT STAFF USE

Please complete ALL details CLEARLY & CORRECTLY below (PTO Memorial Products)

Client Details

Name:

Phone/Mobile: Email:

Pick Up Address:

Return Address:

Pet Details

Pet Type:

Name:

Breed: Colour:

Weight: Gender:

DOB: DOD:

Does the pet have a pacemaker? (If YES, it MUST BE REMOVED prior to cremation)

Has the pet died from a contagious disease or in a condition where the bag should NOT be opened

Cremation Details

Cremation ONLY | Provide Own Urn | Scatter Box Urn

Classic Timber Urn | Modern Timber Urn | Premium Brass Urn

Urn Type:

Notes:

Urn Permanently Sealed:

Plaque Colour (for timber or brass urns ONLY):

Plaque Text Maximum 57 Characters (each letter, number, symbol, space etc is a character)

Dates & Payment

Deposit date Amount Method

Balance date Amount Method

Collection date RPCT STAFF USE Delivery date RPCT STAFF USE

Signature Signature

Memorial Products

Rupert's Pet Cremation & Transport



Tick the box next to the product you would like to order

Framed Paw Print Mould (choose quantity, frame colour, backing design & mould colour)

Quantity _____

Frame: White ☐ Black ☐

Backing: Pink Hearts ☐ Rainbow Sky ☐ Plain White ☐ Colourful Paws ☐

Mould: Silver ☐ Pink ☐ Teal (While stocks last) ☐

Digital PAW Print Photos on USB (choose from photos, cutout photos or the bundle of both)

10+ high resolution paw print photos with edits ☐

2 high resolution paw print cutout photos with ink look-a-like edits ☐

Digital paw print photo bundle - includes both options listed above ☐

Digital NOSE Print Photos on USB (choose from photos, cutout photos or the bundle of both)

10+ high resolution nose print photos with edits ☐

2 high resolution nose print cutout photos with ink look-a-like edits ☐

Digital nose print photo bundle - includes both options listed above ☐

Ash Keepsake Necklace Pendant – No Chain (select snake chain below)

N01 Silver Cylinder w Paw Print ☐ N02 Silver Cylinder w Diamante ☐

N03 Silver Cylinder 3 Stripes ☐ N04 Silver Cylinder 9 Stripes ☐

N05 Silver Paw Print Shape ☐ N06 Gold Heart w Diamantes ☐

N07 Silver Heart w Diamantes ☐ N08 Silver Hidden Heart w Quote ☐

N09 Rose Gold Hidden Heart w Quote ☐ N10 Gold Hidden Heart w Quote ☐

Check this box if you want pet ash put in pendant prior to return ☐

Basic Snake Chain for Ash Keepsake Necklace Pendant (select pendant above)

C01 Gold plated snake chain ☐ C02 Silver plated snake chain ☐

Ash Keepsake Key Chain Pendant with Chain Loop

K01 Silver Cylinder w Paw Print ☐ K02 Black Cylinder ☐

K03 Gold Cylinder ☐ K04 Silver Cylinder ☐

Check this box if you want pet ash put in pendant prior to return ☐

CLEARANCE – *WHILE STOCKS LAST*

Round Memorial Stone ($35) ☐ Cross Memorial Stone ($50) ☐

Photo Key Chain w Charm Set ($15) ☐ Bone Candle ($35) ☐