



10 Questions to Ask a Pet Cremation Provider

Use this checklist before you choose. Most calls take under ten minutes.

Most pet cremation decisions are made in a few hours with no preparation. Call two or three providers and run through this list. A provider who answers every question clearly is one you can trust. Vague answers, pressure to decide on the phone, or refusal to put pricing in writing are reasons to keep calling.

1. Is the cremation done on-site, or transported to a third-party facility?

Off-site transport adds handling steps and may reduce your visibility into chain of custody. If transported, ask who does the transport and how identification is maintained.

Notes / their answer: _____

2. What identification stays with my pet from intake through return?

A metal ID tag that travels with your pet from pickup to ash return is the industry standard. Ask to see one.

Notes / their answer: _____

3. What is the turnaround time for ashes, and is rush service available?

Standard is 3 to 10 business days. If you need ashes back faster, confirm rush pricing before committing.

Notes / their answer: _____

4. Are you accredited by the IAOPCC (International Association of Pet Cemeteries and Crematories)?

IAOPCC is the main third-party standard for pet crematories. Not every reputable provider is accredited, but accredited ones submit to independent audits.

Notes / their answer: _____

5. Can I visit the facility before I commit?

Any provider that refuses an in-person visit during business hours is a provider to skip.

Notes / their answer: _____

6. What is your total price, including weight bracket, container, and add-ons?

Communal cremation typically runs \$50–\$150. Private cremation generally runs \$150–\$450, varying by pet weight, region, and whether pickup is included. Get the full number in writing.

Notes / their answer: _____

 7. What container or urn is included, and what are the upgrade options?

Confirm whether you receive a standard container or need to purchase one separately. Ask about upgrade options before you decide.

Notes / their answer: _____

 8. Will I receive a certificate of cremation and any keepsakes — your price, fur clipping, stamp print, or photo?

A written cremation certificate is standard. Some providers include a paw print or fur clipping at no extra charge; others charge \$20–\$50.

Notes / their answer: _____

 9. What happens if my pet dies outside business hours - do you offer after-hours pickup?

Many providers or local vets will offer 24/7 refrigerated pickup so your pet is in safe care. Ask about in-home euthanasia referrals.

Notes / their answer: _____

 10. What is your written policy if something goes wrong — wrong ashes, damaged urn, missed handoff?

Mistakes happen. A written policy that is willing to share it signals a transparent and accountable business.

Notes / their answer: _____

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