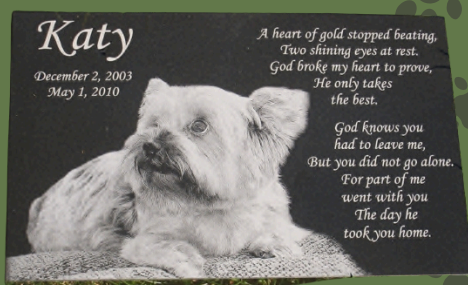


Urns, Memorials & Keepsakes



Visit mercadantepets.com for more personalized urn options.

Frequently Asked Questions

What types of pets do you cremate?

We provide private cremation services for dogs, cats, rabbits, birds, reptiles, and other small companion animals.

Do you offer home or veterinary pickup?

Yes, we offer pickup from your home, veterinary office, or place of passing within a 10-mile radius for \$75.

After-hours, weekend, and holiday pickups are available for \$150, based on staff availability.

Can I bring my pet directly to your facility?

Yes, families are always welcome to bring their pet to us regardless of distance. We kindly ask that you call ahead to schedule a drop-off time.

What kind of cremation do you provide?

We offer private cremation only, ensuring that your pet is cremated individually. You will receive only your pet's ashes.

How will I receive my pet's ashes?

Your pet's ashes will be returned in a simple urn. We also offer a variety of keepsake urns and specialty memorial options.

How long does the process take?

The cremation and return process typically takes 3–5 business days. We will contact you as soon as your pet's ashes.

Can I witness the cremation?

At this time, we do not offer witnessed cremations inside the facility. However, we can call you when your pet's cremation is about to begin. You are welcome to go to the crematory and wait in your vehicle while the cremation takes place. Once complete, you may bring your pet's ashes home with you that same day. We are happy to arrange this for you upon request.

What if my pet passes during the night?

If your pet passes away at home overnight, you have a couple of options:

1. You may wait until morning and call us during normal business hours to make arrangements.
 2. If you feel it's urgent, please call the funeral home. Our lines are answered 24/7. The answering service will notify us, and we will contact you first thing in the morning—or, if staff is available, we will do our best to come to you as soon as possible.
- While waiting for assistance:

- Place your pet on a clean towel or blanket in a cool, quiet space.
- Use a towel-wrapped ice pack or bag of frozen vegetables under the body to slow natural changes.
- Keep your pet away from other animals.
- Avoid wrapping your pet tightly in plastic, as this can cause moisture buildup.



Mercadante

Pet Cremation Care

Est. 2018

Because Pets are Family too...

370 Plantation Street
Worcester, MA 01605
800-854-0486



*When the time comes to
say goodbye,
you can count on us to
treat your beloved companion
with dignity, compassion,
and respect they deserve.*

www.mercadantepets.com



Losing a beloved companion is never easy. At Mercadante Pet Cremation Care, we understand the deep bond you share with your pet. That's why we're committed to offering compassionate, dignified, and respectful care every step of the way. Whether you're facing a loss now or planning ahead, our dedicated team is here to guide you with empathy and personalized support. Thank you for trusting us to honor the life and love of your cherished pet.

How We're Different

- Private Cremation Only
- Ensuring your pet is cremated individually, so the ashes returned are solely theirs.
- Local and Trusted
- As an extension of Mercadante Funeral Home & Chapel, we bring decades of experience in honoring lives—both human and animal.
- State-Licensed & Inspected
- Our facility meets the highest standards for cleanliness, transparency, and respectful handling.
- Personal Touch
- We take the time to listen, understand, and honor your pet's unique story.
- Flexible Options
- Offering home or veterinary pickups, after-hours availability, and a variety of memorial products to create a meaningful tribute.



A Gentle Goodbye

We know that losing a pet is like losing a member of the family. While we can't take away the pain, we hope to bring comfort by handling every detail with care and compassion.

Personalized Care

Our private cremation services are designed to honor your pet's memory in a meaningful and personal way. We're always willing to accommodate special requests whenever possible, as a small way to help ease your grief.

Returning Your Pet Home

Your pet's ashes will be returned to you in a complimentary urn. We also offer a wide selection of beautiful memorial urns on our website at mercadantepets.com.

Our Cremation Includes

- Private Cremation
- Cremation Container
- A Cedar Urn
- Grief Support Resources
- Cremation Certificate
- Your pets own memorial tribute on our website

Our Cremation Process

- All cremations are performed with care and dignity at Forget-Me-Not Pet Crematory in Northborough, Massachusetts.
- Your pet is personally transported to and from the crematory by one of our dedicated and compassionate staff members.
- While we cannot guarantee it, most cremations are completed within 72 hours.
- Once your pet is ready, we will contact you by phone or text, depending on your preference.
- Cremation fees are based on your pet's weight. For the most current pricing, please visit our website at mercadantepets.com.



Because Pet's are Family too...