Terms & Conditions

EFFECTIVE DATE: 3 NOVEMBER 2026

Welcome to Recordari Pet Farewell Pty Ltd trading as Beloved Paws Farewell.

These Terms and Conditions govern your access to and use of our website and the pet cremation services provided by Recordari Pet Farewell Pty Ltd trading as Beloved Paws Farewell ("Beloved Paws Farewell", "Beloved Paws", "we", "our", "us").

By accessing our website or requesting our services, you agree to these Terms and Conditions.

1. Our Services

Beloved Paws Farewell provides compassionate pet aftercare services, including but not limited to:

- Individual pet cremation
- Collection from your home or veterinary clinic
- Return of your pet's ashes
- Memorial urns and keepsakes
- Paw prints, fur clippings and personalised memorial items
- Compassionate aftercare support

Our services are available within our nominated service areas. We reserve the right to modify or discontinue services at any time.

2. Booking Our Services

Bookings may be made through:

- Our website
- Telephone
- Email
- A participating veterinary clinic

A booking is only confirmed once accepted by Beloved Paws Farewell.

By requesting our services, you confirm that all information provided is accurate and complete.

3. Authority to Arrange Services

By requesting our services, you confirm that you are either:

- the legal owner of the pet; or
- authorised by the owner to make decisions regarding the pet's cremation and aftercare.

Beloved Paws Farewell is entitled to rely on the instructions provided and accepts no responsibility for disputes relating to ownership or authority after services have commenced.

4. Pricing

All prices are displayed in Australian Dollars (AUD) and include GST where applicable.

Prices may change without notice.

Additional charges may apply for services including, but not limited to:

- After-hours collections
- Public holiday collections
- Extended travel outside our standard service area
- Special requests
- Personalised memorial products

Where reasonably practicable, any additional charges will be discussed with you before the service is provided.

If the actual weight of your pet differs materially from the weight advised at the time of booking, Beloved Paws Farewell reserves the right to adjust the service fee to the applicable pricing category.

5. Payment

Payment in full is required at the time our services are requested unless otherwise agreed in writing by Beloved Paws Farewell.

Services will not commence until payment has been received or alternative payment arrangements have been approved.

Any additional fees incurred after booking must be paid before your pet's ashes or memorial items are returned.

6. Collection of Your Pet

We may collect your pet from:

- Your home
- Your veterinary clinic
- Another agreed location

Where services are arranged through a veterinary clinic, Beloved Paws Farewell may rely on information provided by the clinic unless otherwise advised by the client.

7. Individual Cremation

Beloved Paws Farewell provides individual cremation services, meaning your beloved companion is cremated individually.

Every pet entrusted to our care is assigned a unique identification throughout their journey.

We follow documented identification, handling and verification procedures to ensure every pet is respectfully cared for from collection through to the return of their ashes.

Through these procedures, we take every reasonable step to ensure the ashes returned are those of your beloved companion.

8. Memorial Products

Urns, keepsakes and personalised memorial products may contain natural variations in colour, timber grain, ceramic finishes and engraving.

Images displayed on our website are intended as a guide only.

These natural variations do not constitute defects.

9. Turnaround Times

We always strive to return your pet's ashes as promptly as possible.

Estimated turnaround times are provided as a guide only and are not guaranteed.

Delays may occur due to circumstances beyond our reasonable control, including public holidays, supplier delays, custom engraving, severe weather or operational requirements.

10. Cancellations

If a booking is cancelled before your pet has been collected, Beloved Paws Farewell may charge a reasonable administration fee to cover costs already incurred in processing your booking.

If a booking is cancelled after your pet has been collected, or after the cremation process has commenced, the client remains liable for the full cost of the Essential Farewell package together with any additional charges already incurred, including where applicable:

- After-hours collection fees
- Public holiday surcharges
- Extended travel charges
- Personalised memorial products
- Engraving or customised items already ordered or produced

Any refund payable will be calculated after deducting these applicable costs.

Beloved Paws Farewell reserves the right to cancel or decline a booking where circumstances outside our reasonable control prevent us from providing the requested service. In such cases, any amounts paid for services not provided will be refunded.

11. Uncollected Ashes

Beloved Paws Farewell will make reasonable attempts to contact you when your pet's ashes are ready for collection or delivery.

If your pet's ashes remain unclaimed for more than 90 days after notification, and we have been unable to contact you despite reasonable efforts, we reserve the right to make alternative arrangements for their respectful disposition.

12. Website Information

We make every effort to ensure the information on our website is accurate and current.

However, we do not warrant that all information, including pricing, descriptions, photographs or availability, will always be free from errors or omissions.

We reserve the right to correct any errors or update information without prior notice.

13. Intellectual Property

Unless otherwise stated, all content on this website, including but not limited to:

- Logos
- Branding
- Package names
- Text
- Images
- Photographs
- Graphics
- Documents
- Website design

is owned by Beloved Paws Farewell and is protected by Australian intellectual property laws.

No material may be copied, reproduced, distributed or used without our prior written consent.

14. Privacy and Photographs

Your privacy is important to us.

We collect and use personal information in accordance with our Privacy Policy.

Beloved Paws Farewell will never use photographs or identifying details of your pet for advertising, marketing or promotional purposes without your prior consent.

15. Limitation of Liability

To the maximum extent permitted by law, Beloved Paws Farewell is not liable for any indirect, incidental, consequential or special loss arising from:

- Use of this website
- Delays outside our reasonable control
- Supplier delays
- Equipment failure
- Utility interruptions
- Road closures
- Natural disasters
- Other unforeseen events beyond our reasonable control

Nothing in these Terms excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law.

16. Australian Consumer Law

Our services come with guarantees that cannot be excluded under the Australian Consumer Law.

Nothing in these Terms limits any statutory rights available to consumers under applicable Australian legislation.

17. Third-Party Websites

Our website may include links to third-party websites for your convenience.

Beloved Paws Farewell is not responsible for the content, availability or privacy practices of those websites.

18. Changes to these Terms

We may amend these Terms and Conditions from time to time.

The latest version will always be published on our website.

Continued use of our website or services following any changes constitutes acceptance of the revised Terms.

19. Governing Law

These Terms and Conditions are governed by the laws of New South Wales, Australia.

Any dispute arising from these Terms or our services shall be subject to the exclusive jurisdiction of the courts of New South Wales.

Contact Us

Beloved Paws Farewell

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