STATEMENT

Since its beginning in 1997, Hartsdale Crematory, Inc. ("Hartsdale") has become the recognized industry leader in providing pet cremation services to individual pet owners and veterinary practices throughout the Northeast region. Hartsdale's hard earned reputation has been built upon the demonstrated commitment and dedication of each and every employee to respect the pet owner and the pet remains entrusted to Hartsdale's care for handling, whether received directly from an individual pet owner or through a veterinarian's office. Hartsdale is a separate and distinct business entity from Hartsdale Canine Cemetery, Inc., which operates a pet cemetery at 75 North Central Avenue, Hartsdale, New York.

The trust placed in Hartsdale is reflected by the fact that it performs approximately forty thousand cremations per year. Of those, approximately nineteen thousand are private/individual. Of that nineteen thousand, approximately two thousand are received from pet owners. This trust is also based upon the knowledge that Hartsdale adheres to strictly monitored and enforced procedures and safeguards throughout the cremation process to insure the respectful treatment of pet remains from intake through return. These procedures, which have been confirmed to have been followed here, render it impossible for what is alleged by Ms. [redacted] to have occurred with regard to the pet cremation for Mr. [redacted] identified as Cremation No. 2131261.

Hartsdale emphatically denies any allegation or inference intended to be drawn of any purported improper handling of pet remains delivered to Hartsdale's driver on September 4, 2013. In this case, our investigation has revealed that a telephone call was received at Hartsdale's office on September 4, 2013 requesting the in-home pick-up from Mr. [redacted] of the remains of his 6 pound,
orange/white cat named “Stevie.” The call was documented by “Authorization For Pick-Up of Pets” dated September 4, 2013 prepared at Hartsdale’s office. A copy is attached as Exhibit “A”.

Thereafter, the staff at the Hartsdale office telephoned one of Hartsdale’s drivers, [redacted] to arrange for the pick-up from Mr. [redacted] provided home address. Following implemented procedure, upon arrival at Mr. [redacted] home, Mr. [redacted] completed an “Authorization For Pick-Up of Pet” form describing, from information supplied by Mr. [redacted], the pet’s name as “Stevie,” its breed as cat, its color as orange/white, and a weight of approximately 6 pounds. As required procedure, Mr. [redacted] had Mr. [redacted] acknowledge what was being entrusted to Hartsdale by signing the form. A copy of the form is attached as Exhibit “B”. Mr. [redacted] then placed a red tag on the bag containing the remains indicating that they were a private, rather than communal (blue tag) cremation. Through respect for the pet owner’s feelings, the container in which the pet remains have been placed by an owner is not opened in the presence of the owner, but is opened later at Hartsdale’s office. The tag contained Mr. [redacted] name, as the pet’s owner; the type of pet (cat); the weight (approximately 6 pounds), and color (orange/white). By Authorization for Disposition of Animal Remains by Hartsdale Crematory, Inc., a copy of which is attached as Exhibit “C”, the individual cremation of the pet remains of “Stevie” was confirmed. The form is mandated by New York State Law (General Business Law, Article 35-C).

Once Mr. [redacted] returned to Hartsdale’s office on September 4, 2013, the container from Mr. [redacted] pick-up was opened by a staff member and the contents were confirmed to be the indicated content set forth on the red tag.

By attestation of [redacted], a Hartsdale employee, it was confirmed that he performed the cremation on September 5, 2013. The attestation appears on the reverse side of Exhibit “C”.
Hartsdale’s investigation has determined that, in accordance with existing procedures in place, the pet remains for tagged Cremation No. 2131261 were removed from their transport bag on September 5, 2013. The contents of the bag were then again compared with the red tag description of the contents before being placed in an individual stainless steel tray and then placed within the crematory furnace by Mr. [Redacted].

Upon completion of the cremation process, which is run at a temperature of 1400 degrees (F), the cremains, consisting solely of the skeletal remains of “Stevie”, were removed and processed by pulverizing the bones. The cremains were then placed within a tin by a Hartsdale employee and sealed. The cremains were returned to Mr. [Redacted] along with the Acknowledgement of the Cremation date of September 5, 2013, by registered mail on September 6, 2013. The Cremation Acknowledgement is attached as Exhibit “D,” and the mailing receipt as Exhibit “E”.

Hartsdale issued an Invoice covering the transaction referencing Cremation No. 2131261 to Mr. [Redacted] dated September 4, 2013. A copy is attached as Exhibit “F”.

The foregoing constitutes the Statement submitted on behalf of Hartsdale Crematory, Inc. in response to the letter dated September 27, 2013 of [Redacted].
Authorization For Pick-Up Of Pet

Date 9/14/13  
Plot  
Crem # 21824

Owners Full Name  
Owners Address  
City, State, Zip  
Phone #  

Pets Name Stevie  
Breed Cat  
Color Orange/White  
Approx. Weight 6

Ew (Date & Time)  
N/S (Date)  

Location Of Pick-Up:  
Witness  

Name/Hospital At Home  


We have been authorized by the above named pet owner or his or her authorized representative to transport their pet’s body to the:

Hartsdale Canine Cemetery, Inc. & Hartsdale Crematory, Inc.  
NYS License No. 85HA0000123  
75 North Central Avenue, Hartsdale NY 10530  
Tel: (914) 949-2583  Fax: (914) 949-2872  Web: www.petcem.com


Name of owner or authorizing party:  

Nature of Hospital representative:  

Nature of Hartsdale representative:  

Cremation  Anpl.  Mall  Urn  Total
**Authorization For Pick-Up of Pets**

<table>
<thead>
<tr>
<th>Date: 09.04.13</th>
<th>Plot:</th>
<th>Hold</th>
<th>Cremation No: 2131261</th>
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</thead>
<tbody>
<tr>
<td>Owner's Full Name:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street Address:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City, State, ZIP:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Pet's Name:</td>
<td>Stevie</td>
<td>Breed: Cat</td>
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<tr>
<td>Color:</td>
<td>Brown</td>
<td>Weight: 6 lbs</td>
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<tr>
<td>View Date/Time:</td>
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<td>N/S Date:</td>
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<td>Hospital/PU Location:</td>
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<td>Case No:</td>
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</tr>
<tr>
<td>Witness:</td>
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</tbody>
</table>

**RESERVED CREMATION** – With this selection your pet alone is placed in the cremation chamber. Upon completion of the cremation, your pet's cremains are removed from the chamber, processed and returned to you with a cremation certificate. ** Whoever takes the order MUST SCHEDULE A TIME FOR CREMATION **

**INDIVIDUAL CREMATION** – With this selection your pet shares space in the cremation chamber with other pets but each pet is placed in a separate tray. Each pet is removed one at a time and kept separate. The pet's remains are processed and returned to you with a cremation certificate.
EXHIBIT C
Data: 9/4/2013
Cremation No: 2431261

Owners Name: [redacted]
Address: [redacted]
City/State/Zip: [redacted]
Telephone Number: [redacted]
Business Telephone: [redacted]

Pets Name: Svelie
Breed: Cat
Color: Orange/white
Weight: 6 lbs.

AUTHORIZATION FOR THE DISPOSITION OF ANIMAL REMAINS BY
HARSDALE CREMATORIUM, INC.

[ ] RESERVED CREMATION The cremation of a single pet ALONE in the cremation chamber. Upon completion of the cremation, you pet's remains are removed from the chamber, processed and returned to you with a cremation certificate. (Price Schedule Attached)

[ ] INDIVIDUAL CREMATION The cremation of a single pet's remains in a separate receptacle that allows the pet's remains to remain separate from the remains of other pets. Cremains and certificates returned. (Price Schedule Attached)

[ ] COMMUNAL CREMATION The cremation of pets communally in a receptacle containing more than one pet. I understand that no cremains or certificate will be issued. (Price Schedule Attached)

I further acknowledge that I have received, read and understood the annexed price schedule for each of the aforesaid disposition alternatives, and I further understand where each alternative method of disposition will take place. If this form is not completed by the pet owner, the Irdesign acknowledges that the same was orally authorized by the pet owner or authorizing party and witnessed. The pet owner or authorizing party agrees to indemnify Hardsdale Crematory, Inc. for all claims (including legal fees and other costs) resulting from any accuracy in the aforesaid representations or requests.

Signature of Witness to Pet Owner's Oral Consent
(Required if Pet Owner Does Not Sign Above)
THE UNDERSIGNED ACKNOWLEDGES RESPONSIBILITY FOR:

THE CREMATION OF THE PET DESCRIBED ON THE ATTACHED
PET RECORD. I CERTIFY THAT SUCH PET WAS CREMATED IN
ACCORDANCE WITH N.Y. STATE REGULATIONS AND THAT THE
ASHES IN THE CONTAINER MARKED WITH THE PET RECORD FOR
SUCH ANIMAL ARE THE ASHES OF SUCH PET. I PERSONALLY
WITNESSED THE CREMATION PROCEDURE AND UNDERSTAND
AND ACKNOWLEDGE THAT IN THE EVENT OF ANY INACCURACY
OF ANY PET INFORMATION, I AM PERSONALLY RESPONSIBLE AND
WHOLLY AND SOLELY LIABLE TO THE COMPANY FOR ANY
AND ALL LIABILITY RESULTING THEREFROM.

SIGNED [Redacted]  DATE 9-5-74
<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>AMOUNT</th>
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<tbody>
<tr>
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<td>Individual Cremation</td>
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In the event that a pet's cremated remains are not claimed within ninety (90) days of date of cremation, the Hartsdale Crematory will scatter such remains in its memorial gardens.

TOTAL DUE: 0.00