

Hearthside Hospice with Earth Biscuit Jewelry Memorials

Thank you for entrusting Hearthside Hospice and Earth Biscuit Jewelry with the incredibly important task of memorializing your pet or loved one. Please review the information below and following instructions, do not hesitate to reach out if you have any questions or concerns.

How It Works:

- Please print this sheet and include it in your mailer along with a small portion of ashes or hair (½ to 1 teaspoon for small pieces, 1-5 tablespoons for larger pieces such as wall hangings). At the end of the warranty period you may select to have the remaining ashes sent home to you or scattered in a peaceful place by EBJ, more information below.
- The creation begins! I will keep in contact with you by the method of communication you select below, Please indicate below if you prefer messages through email or text. We do try to use small businesses and artisans as much as possible for findings (chains, wires, bases, etc), as such there will be some natural fluctuation, if any findings are remotely different than depicted in the images of your order, you will be notified and sent pictures of any alternatives for approval prior to construction.
 - I prefer text ____
 - I prefer email: ____
- The ashes or hair are preserved in resins with different dyes, minerals, gems, and other components used in the creation of your piece. This is where some uncontrollable variation comes into play- the general color and texture scheme of the design you selected will be honored, but there is no way to exactly replicate a previous resin pour.
- Once the piece is completed, unless opted out by request below, the piece may be photographed for shop-use, it will then be promptly shipped to the address provided in your order.

Your Information:

Name: _____

Name of the loved one memorialized: _____

Address: _____

Phone number: _____

E-mail: _____

Cremation Service and Contact Information:

Commissioned Piece Information:

Size: _____

Finish: _____

Color/gem type: _____

Any additional requests or specifications:

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Hearthside Hospice and Earth Biscuit Jewelry Agreement:

In signing below I acknowledge I have read and understand the information above, including the product specs. I understand the variation inherent in the casting process.

Unlimited product guarantee extends to construction, should you have any failure in the piece simply send the piece(s) to the address provided where it will be promptly fixed and returned. In the event of lost or stolen items, the memorial pendant is guaranteed, however coverage may vary on the findings and accessories- please contact EBJ for additional information. Ring sizing is based on measurements provided in the original posting, resizing is not included in the product guarantee; while I will make every effort to accommodate, to recreate the piece in another size may come at a fee to the customer. Fineprint aside, we go by the honor system at Earth Biscuit Jewelry, if you have any questions or concerns, just reach out and we will discuss your specific situation and make every effort to accommodate.

For biosecurity reasons, we only accept cremains rendered from professional cremation services. By signing below, the purchaser agrees to provide the information of the clinic or crematorium the cremains were processed through and gives EBJ permission to contact and verify. Any clearly home-rendered cremains received will be promptly discarded without refund.

Fulfillment times are calculated after this packet is completed and received by EBJ, prompt tracking information and production updates will be provided throughout the commission process.

Any remaining ashes along with the reserve package will be held for a minimum of 5 years, at the end of this period the purchaser will be contacted to verify their wishes indicated below, if no response is received, EBJ will default to the selection below. If the standard guarantee period has been extended by this time, the held cremains will be automatically held. The purchaser may contact EBJ at any point and request the cremains be returned with the understanding this may negate the product guarantee.

- ☐ I wish to have remaining cremains scattered in a peaceful location by EBJ
- ☐ I wish the remaining cremains be sent back to me at:

By signing below I agree I have read, understand, and agree to the information and terms above.

_____ Date: _____

Send packets to:
Alex Hohman-Bouge
P.O. Box 741
Burlington, IA 52601

Phone: 319-318-2089

Please don't hesitate to call or text with any questions!