

Cremation Scheduling Policy

National Cremation Society provides the same level of high quality service to all families. It must be recognized that following a death, adequate time must be allowed to coordinate arrangements with physicians, coroners/medical examiners and public health departments. Additionally, crematory schedules, inclement weather, and public holidays must be taken into consideration as to when the cremated remains may be ready.

The National Cremation Society may encounter circumstances beyond its control prior to the cremation process being completely finalized and it is for this reason that the National Creation Society has adopted a “Cremation Scheduling Policy” regarding the processing of cremated remains.

Families are cautioned not to confirm and set travel or memorial/cemetery services before completing cremation arrangements with the National Cremation Society staff. Our staff will advise every family of the anticipated date when the cremated remains will be ready, however there may be extenuating events, which may prevent the cremated remains from being ready when promised. Such events are almost always outside the control of National Cremation Society personnel. **Please keep in mind we follow through with the necessary paperwork to obtain the death certificates, however, sometimes the doctor will hold up this process.**

Because of our long history of solid, reliable service, we have experience to draw upon. Even small things, such as state vital records personnel rejecting a death certificate, can impact the scheduling. There are no carriers other than the U.S. Postal Service that will ship or mail cremated remains. The U.S. Postal Service requires that Priority Mail Express be used. In even the best of circumstances, it is not possible to predict precise delivery schedules. The date and time of the actual delivery of cremated remains cannot be guaranteed when shipped “Priority Mail” via the U. S. Postal Service.

The National Cremation Society respects the religious and personal desires of all families and will endeavor to comply with them whenever possible.

This “Cremation Scheduling Policy” is not intended to cause undue hardship on any family but is simply to prevent unreasonable expectations, heartache and sorrow. We feel it our duty and responsibility to fully inform all families of the many aspects surrounding cremation. Cremation offers a simpler alternative to traditional funerals but state, local and federal laws govern these issues. It may seem cumbersome or be unfamiliar, but we must comply with prevailing laws. Rest assured that we are trying to expedite things so we can comply with your wishes. Since cremations require additional parties outside of the National Cremation Society’s sphere of influence, this can create situations, which are outside of our control.

National Cremation Society cannot be rushed into providing cremation services beyond required and reasonable standards – thereby assuring every family that they will receive the best possible service.

Your National Cremation Society professional can provide additional information regarding this policy.

We release cremated remains Monday through Friday from 8:30 a.m. to 5:00 p.m.