

TERMS OF BUSINESS

The following terms and conditions apply to our funeral arrangements:

PROFESSIONAL SERVICES

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of motor hearse, funeral director and embalming of deceased, if required.

DATA PROTECTION

We will treat your personal information with care and confidentiality in line with UK Data Protection laws. We shall not share your information with third party organisations without your permission, other than those necessary to carry out the funeral arrangements. For further information, please refer to our privacy policy. We will not contact you for marketing purposes.

PAYMENT OF ACCOUNT

J. Stoneman and Sons operates a pricing policy in compliance with the Code of Practice of the Society of Allied and Independent Funeral Directors (SAIF) and the Code of Practice of the National Association of Funeral Directors (NAFD). Our price list provides clients with a full and detailed explanation of our charges as required by the Codes we adhere to. In requesting the funeral arrangements, you are responsible for payment of our account. Please inform us if you send our invoice to a solicitor for payment. If the solicitor does not attend to payment, we may need to contact you again, as you remain liable for paying the account.

1. Disbursements – These are fees to be paid on your behalf to Doctors, Ministers, cemetery or crematoria authorities and other third parties involved. You will be given a written estimate of all the charges incurred by the services you have requested. It is our policy to request a deposit to cover the cost of disbursements on your original estimate. As these services are not provided by us, we do not accept responsibility or liability for the supplier.

2. Estimates – the cost of the funeral arrangements on the Confirmation of Funeral Arrangements form is an estimate only. The final invoice may be more, as a result of any extra services or changes to the arrangements which you request. Wherever practicable we will advise you in advance of the funeral of the cost of requests made.

3. Payments and Interest – Payment is due on invoice, which will be sent to you 7-10 days after the funeral. Accounts remaining unpaid for more than 30 days will be liable for interest of 2% per month on the outstanding balance. Any external payments paid in advance will be shown on the invoice. In default of payment, all third-party collection costs will be the responsibility of the undersigned. Accounts beyond our credit terms will be passed to our debt collection agency. If necessary, it will be pursuant to a deed of assignment between us and this company and this clause is notice to you of that assignment. We accept payment by Cash, Cheque, Bank Transfer, Debit or Credit Card.

4. Department for Work and Pensions Payments - If, because of your circumstances, you have to make a claim for assistance from the Department for Work and Pensions, please note that stringent rules apply as to the amount of help available. Often, payment will only settle the funeral account in part. In such circumstance, or where an application is not successful, you accept full liability for any outstanding balance. Please talk to us, in confidence, for guidance.

We ask for our estimate to be signed as consent that you accept the charges and will be liable for payment of the account when submitted. This is usually 7-10 days after the funeral and will detail all costs involved with the funeral arrangements. If wished, the account may be forwarded to your solicitor, as detailed above.