



Countryside Funerals

www.countrysidefunerals.co.uk | email: info@countrysidefunerals.co.uk | Tel. 01884 258881

Terms and Conditions (February 2024)

Countryside Funerals is committed to providing clear information regarding our prices, and our procedures for issuing estimates and invoices, in line with the Code of Practice of the National Society of Allied & Independent Funeral Directors (SAIF). Copies of this code are available on request, as are all our price lists. These documents are also available from our website www.countrysidefunerals.co.uk

Provision of Estimates

Countryside Funerals will provide an itemised estimate of our own professional charges and third-party fees (disbursements) during, or as soon as possible after, making funeral arrangements; as well as a written confirmation of funeral arrangements.

The Funeral Instructor will be required to sign this estimate as a formal instruction for us to proceed with the funeral, accepting full responsibility for payment of the final funeral invoice and as acceptance of these Terms & Conditions. Copies of the signed estimate and of these Terms & Conditions will be provided to the Instructor.

After the estimate has been signed, if additional services are requested that will incur extra costs, this will be communicated to the Instructor and confirmed in writing (usually via email) at the earliest possible opportunity.

'Direct' Funeral Services

As detailed on the respective specifications for these economical services, payment will be required prior to the funeral taking place. Where a Direct Cremation Service is being arranged by telephone, email or post, and without the instructor being present, payment will be requested in full, and prior to collection of the deceased from place of death.

Deposit Payment of Third-Party fees

For all other funerals, all Third-party fees, and the price of any special-order coffin (such as woven and cardboard options) are payable as a deposit prior to the date of the funeral. Please note that Countryside Funerals reserve the right to request an additional deposit to cover any bespoke services such as (but not limited to) hire of specific transport options.

Invoicing and payment

Countryside Funerals will carry out the funeral arrangements as agreed by the confirmation & estimate, and then issue the Instructor with an invoice for payment of any outstanding amount within 5 working days after the funeral.

Payment is due within 14 days of the invoice date.

We are pleased to accept the following payment methods:

- Bank transfer (our preferred payment method) – account details are provided with our estimate and invoice.
- Card payment by debit or credit card in person, or by telephone, or via a secure online payment link.
- Cash or Cheque (made payable to Countryside Funerals).

We request that funeral invoices are NOT submitted to a solicitor for payment from the deceased's estate without the prior agreement of Countryside Funerals.

Overdue Invoices

Interest will be charged and accumulate at the rate of 2.5% per calendar month on all balances that remain unpaid after 28 days.

If any account balance remains outstanding after 90 days, Countryside Funerals will refer this to a third-party debt collection agency. The instructor will then also become liable for any fees and legal/court costs incurred due to non-payment.

DWP Claims

If you intend to make a claim for assistance from the Department of Work and Pensions, please note that stringent rules apply as to the amount of help available. It is essential that you notify of us your intention prior to signing our estimate. Please talk to us, in confidence, for guidance.

Right to cancel (Arrangements made in the client’s home only)

You have the right to cancel the contract if you wish. This right can be exercised by sending or taking a cancellation notice to the funeral director at any time within the period of 14 days starting on the day of the arrangement. The right to cancel can be lost during the cancellation period if the service is provided in full before the 14 days elapses.

Where applicable, payment may be required to be made in respect of any services carried out or disbursements paid, once the performance of the contract has begun and prior to the cancellation notice being received.

If you wish to cancel the contract you must tell the person named below, in writing, within 14 days. You may copy this form if you wish but you do not have to.

I have read, understood and accept these Terms and Conditions

Re. the funeral of the late.....

Signed **Date**.....

Name

(Complete and return a copy of this form ONLY IF YOU WISH TO CANCEL THE CONTRACT.)

To: Countryside Funerals, 31 Park Hill, Tiverton, Devon, EX16 6RW, or email: info@countrysidefunerals.co.uk

I/We (delete as appropriate) hereby give notice that I/we wish to cancel my/our contract reference:

.....
(trader to insert reference number, code or other details to enable the contract or offer to be identified)

Signed

Name (print)..... Date

Address.....

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