

Terms & Conditions

These terms and conditions apply to the funeral arrangements you have requested from us.

1. **Responsibility for payment:** In signing this document you are accepting responsibility for full payment as detailed in the final account as well as authorising W F Dolman & Son to proceed with the funeral arrangements. Your continuing instructions will amount to your continuing acceptance of the Terms of Business.
2. **Cooling-off period:** The Cancellation of Consumer Contracts made in the Consumer's home or Place of Work etc Regulations 2008 may give you the right to terminate this agreement in the cooling-off period of 14 days. If you do terminate this contract within the period you are required to pay for goods and services already supplied.
3. **Estimates:** The costing for funeral arrangements is an estimate only until the final account. Any additional service will be charged accordingly. External payments made on your behalf will be estimated and will be itemised on your final account. As these are not supplied by us, we do not accept responsibility or liability for them.
4. **Data Protection:** We respect the confidential nature of the information given to us and, where you provide us with personal data we will ensure the information will be held securely, in confidence and processed for the purpose of carrying out our services. In order to provide our services some information may be passed on to a third parties and they may contact you directly, however we will endeavour to speak to you first where possible. We do not hold any payment information. GDPR protected.
5. **Standards of Service:** The SAIF code of practice requires that we provide a high quality service in all aspects. If you have any concerns about the service we provide please contact us directly, telephone or email. If this does not resolve the problem, please contact Standards, SAIF, SAIF Business Centre 3 Bullfields, Sawbridgeworth, Herts, CM21 9DB. Leaflets are available. We will take responsibility for our own negligent actions, should those occur with evidence of doing so, in in selecting or instructing the suppliers.
6. **Valuables:** We will take all responsible steps to ensure that jewellery and other valuables received by us are taken care of, but unless due to our own negligence, we do not accept responsibility or liability for any omission in relation to these items by someone not employed by us and in particular where these items are displayed for viewing.
7. **Payments:** The balance of the final account invoice is required within the date specified. Payments may be made by cash, cheque, card payment or BACS.
8. **Interest:** If the invoice is not paid within the date specified we may charge interest at a monthly rate of 3% above our bank's Base Rate until payment is received. If the invoice remains outstanding we may transfer your debt to another company for collection and you will be responsible for the cost of taking any legal action, or using a debt service to make you pay the account. This clause is notice to you of this assignment between us and the other company should this action be required.
9. **Ashes:** We will retain the ashes for a 5 year period whereby if no agreement has been made, or contact is unable to be made between ourselves and the client, the ashes will be privately scattered under the guidance of W F Dolman & Son.