



Terms and Conditions

1. Estimates and Expenses

The estimate provided outlines the services we agree to supply. This estimate is based on the information available at the time and is an indication of the likely charges. While we strive for accuracy, charges may change, particularly if third parties alter their rates.

2. Payment

Payment in full is required at least **three working days** before the funeral preferably by BACs transfer. Failure to make full payment before the required time may result in the postponement of the funeral until payment has been received.

3. Indemnity

You agree to indemnify us in full against any expenses or liabilities incurred due to non-compliance with these Terms. This includes but is not limited to legal and administrative costs.

4. Data Protection and Information Sharing

We respect the confidential nature of your personal data. Any data provided to us will be held securely, processed in accordance with data protection laws, and used solely for the purposes of delivering our services. We may pass your information to selected partner companies who may assist you with the next steps in the funeral or related processes. If you do not wish for your information to be shared in this way, please inform us in writing.

5. Cooling-off Period

Under the Consumer Contracts Regulations 2013, you may have the right to cancel this agreement within a seven-day cooling-off period. If you request services to commence before this period expires, you must provide written consent. Should you cancel within the cooling-off period, you will be required to pay for any goods and services already provided.

6. Termination

This agreement may be terminated:

- By us, if you fail to meet your obligations under these Terms.
- By you, with written notice of termination.

Depending on the reason of termination, you may be required to pay for work completed up to the date of termination.

7. Standards of Service

We are committed to providing high-quality service. If you have any concerns, please contact our designated senior representative.

8. Debt Recovery

If any monies remain outstanding beyond the agreed payment period, we reserve the right to take further action to recover the debt. This may include engaging a debt collection agency or pursuing legal proceedings. Any costs incurred in the recovery process, including administrative fees, collection agency fees, and legal costs, will be added to the outstanding balance and will be payable by you.

9. Agreement

Your continued instructions constitute acceptance of these Terms of Business.

This Agreement does not confer rights on third parties under the Contracts (Rights of Third Parties) Act 1999.

☐

By ticking this box, you agree to instruct The Heartfelt Funeral Company to commence work on your behalf.

Signed _____

Name _____

Date _____