

TERMS AND CONDITIONS

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.

Payment of Account

J W Marsh operates a pricing policy in compliance with the Code of Practice of the National Society of Allied and Independent Funeral Directors.

Our price list provides clients with a full and detailed explanation of our charges as required by the Code.

In addition to our charges, disbursements must be paid to Doctors, Minister of Religion, Cemetery or Cremation fees and such like.

Payment of disbursement costs are to be made five days before the funeral date.

When the funeral arrangements are completed, you will be given a written estimate of all the charges incurred by the service you have requested. Where the total estimate is deemed excessive you may be asked to make an interim payment.

We ask for the estimates to be signed as consent that you accept the charges and will be liable for payment of the account when submitted. This is 7 days after the funeral.

We reserve the right to add interest on all outstanding accounts at 2% per month on accounts unpaid after 60 days and any legal costs incurred due to non-payment.

If because of your circumstances you have to make a claim for assistance from the Department of Work and Pensions please note that stringent rules apply to the amount of help available. Please talk to us in confidence.

Right to Cancel (Arrangements made in clients home only)

You have a 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 have passed.

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 inform Miss Jane Pugh in writing within 14 days.

Disclosure J W Marsh of High Oak Pensnett DY5 4LA have no interest in external companies or third parties outside of J W Marsh. No payments of gratuity have been made to external companies or third parties outside of J W Marsh

