

Ultimate Business Owner
Carl S Boswell



C . S . B O S W E L L
INDEPENDENT FUNERAL SERVICES

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TERMS AND CONDITIONS

Our constant aim is to provide your family with a Funeral Service that is second to none, and that meets or exceeds your expectations of us. All of our staff are dedicated, trained and caring to ensure that we always put our clients' needs and requirements first in everything that we do.

We request that the family member or other authorised person who is instructing us, signs a letter confirming that you wish us to act for you, and accepts responsibility for the settlement of our account. We will provide a detailed estimate of the funeral costs and the necessary disbursements, as soon as possible after taking your instructions. (Disbursements are the fees that we pay on your behalf, before the funeral) Our company policy is to request 50% payment of the estimate we have provided, 48 hours prior to the funeral taking place for all funeral duties. These monies cover the disbursements that are also payable in advance. If payment is not met within the requested time, we reserve the right to postpone all funeral duties and activities.

If our direct cremation or simple funeral duty is requested, the account must be paid in full, prior to the funeral taking place.

There may be additional services provided or extra items requested, and there may also be some costs that were not known when the estimate was prepared. All of the costs, (together with disbursements that have been paid) will all be detailed on the funeral invoice which you will receive by post a week after the funeral service has taken place.

We ask that our invoice be settled in full, no later than fourteen days after the funeral. The date by which payment is due will be shown on the invoice. We accept payment by cheque, credit / debit card, bank transfer and by cash. If we are providing a repatriation service, we request payment in full, before the deceased leaves the country. If a bank, pension fund or solicitor is going to be handling the account on your behalf and paying us directly, please inform us prior to the funeral taking place. We will then submit our outstanding invoice directly to them and will send a copy to you. We do reserve the right to add an accruing interest charge of 2.5% per month to all invoices that are not settled by the due date.