



EDWIN HARRIS
& SONS LTD

Funeral Directors - Est 1897

1 Crane Street, Kidderminster DY11 6XT

Telephone: 01562 822625

Web: www.edwinharris.co.uk

Email: contactus@edwinharris.co.uk

Director - R.F.M. Jones

TERMS OF BUSINESS

We are a member of the National Society of Allied and Independent Funeral Directors (SAIF) and subscribe to its current Code of Practice, a copy of which is available upon request. We aim to act in a professional manner and provide a courteous, sensitive and dignified service to you.

ESTIMATES AND FUNERAL COSTS

Our estimate shows the charges likely to be incurred on the basis of the information given at the time and date of the estimate. We make every effort to ensure the accuracy of the estimate, however the charges may alter particularly where third parties change their rates or charges.

We may not know the amount of third party charges in advance of the funeral; however we will give you a best estimate of such charges on the written estimate. The actual amount of the charges will be detailed and shown in the final account.

PAYMENT ARRANGEMENTS

The funeral account is due for payment in two parts. We require a £500 deposit to be paid two working days before the funeral and the balance is payable 14 days after the dated invoice.

If you fail to pay us in full on the due date we may charge you interest at 2% per month on accounts that remain unpaid after 60 days and any legal and court 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 as to the amount of help available. Please talk to us, in confidence, for guidance.

If we instruct debt collection agents we may also recover the fees we incur from you. Further details regarding these fees are available on request. We may claim those losses from you at any time and, if we have to take legal action, we will ask the Court to make you pay our legal costs. Edwin Harris & Sons Ltd cannot accept responsibility for matters which are wholly outside our control.

GENERAL DATA PROTECTION REGULATION

We respect the confidential nature of the information given to us and, where you provide us with personal data ("data"), we will ensure that the data will be held securely, in confidence and processed for the purpose of carrying out our services. In order to provide our services we may need to pass such data to third parties and those third parties, who are performing some of the services for you, may contact you directly. You have the right to know what personal data we hold on your behalf and you can, by applying to us in writing, receive a copy of that data. For further information please refer to the Privacy Policy which is held on our website.

TERMINATION

We reserve the right to terminate our services if you fail to honour your obligations under these Terms. We are under no obligation to accept your termination until we receive your instruction in writing.

RIGHT TO CANCEL (applicable when funeral arrangements are made in a client's home)

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.

CONDUCT

The SAIF Code of Practice requires that we provide a high quality service in all aspects. If, however, you have any questions or concerns about the service we provide to you, please raise them in the first instance with Samantha McAuley our Business Manager. If she does not resolve the problem to your satisfaction then please contact SAIF, who provides independent conciliation and arbitration.

SAIF Business Centre
3 Bullfields
Sawbridgeworth
Hertfordshire
CM21 9DB

Tel: 0345 230 6777 or 01279 726 777

Fax: 01279 726 300 | Email: info@saif.org.uk

DISCLOSURE OF INTERESTS

The ultimate owner of this business is Mr Richard Maurice Jones.

We have no business or financial interest in a price comparison website which compares funeral director services and/or crematoria services and their respective prices.