

## TERMS OF BUSINESS

### Derwentside Funeral Service Ltd.



This document outlines our terms of business that apply when arranging a funeral with Derwentside Funeral Service. If you have any questions, please discuss this with your funeral director.

<b>Deposits</b>	
<b>Cremation:</b> When arranging a cremation with Derwentside Funeral Service we do not take any deposit before the funeral.	<b>Burial:</b> When arranging a burial with Derwentside Funeral Service, in a Durham County Council Cemetery, you would be required to pay the interment fee of £1020.00 direct to the bereavement team at least 48 hours before the planned burial.  Any other cemeteries would not require this upfront payment.
<b>Cooling off Period</b>	
Where you arrange a funeral with Derwentside Funeral Service, you have a 14-day cooling off period to cancel any arrangements you have with us if you choose to do so. Where a funeral service would fall within these 14 days you will need to sign a form to allow the service to go ahead within the 14 period.	
<b>Invoice and Payment</b>	
At Derwentside Funeral Service as standard we will invoice you for the funeral service the week after it takes place. (Unless you request this sooner) Terms for payment would be 60 days from the date of invoice. If the estate is being dealt with by a solicitor, or there is any delay with applications please keep us informed.	
<b>Late Payment Charge</b>	
Should payment be delayed and go past the stated terms you may incur a 2% monthly increase to your outstanding balance.	

If you have any questions in relation to our terms of business, please contact us to discuss further. By phone 01207 2344 44. Or in writing to [info@derwentsidefuneralservice.co.uk](mailto:info@derwentsidefuneralservice.co.uk) or Derwentside Funeral Service, Fines House, Annfield Plain, Stanley, Co Durham, DH9 8QU.