Wedlake Funeral Home Ltd

Terms and Conditions

We aim to act in a professional manner and provide a high quality, courteous, sensitive and dignified service to you.

1. Estimates and expenses.

Upon receiving your instructions we will produce for you a detailed estimate of charges for services to be provided based upon our initial meeting. This estimate is an indication of the charges likely to be incurred based on the information and details we know at the date of the estimate. We may not know the amount of third-party charges in advance of the funeral; however, we give you a best estimate of such charges in the written estimate. The actual amount of the charges will be detailed and shown in the final account.
At the time of the arrangement we are not always aware of the size of the deceased person. The prices quoted, and availability of the products and services available, are based on the assumption of the deceased being below certain size and weight. In some cases, once in our care, we may have to use an oversize coffin and extra staff, we reserve the right to make additional charges to ensure we can fulfil our services to you in a safe and dignified manner.

2. Payment options.

We do not normally as for a deposit.
We do ask that all fees for an unattended burial or cremation is paid prior to the committal taking place.
We will normally send out the final account within seven days of the funeral and the account is to be paid within thirty days of the funeral. Please advise us at the time of the arrangement if the account is to be forwarded onto a solicitor for payment.
If you fail to pay us in full on the due date we may charge you interest; at a rate of 4% above our banks base rate from time to time in force; calculated (on a daily basis) from the date of our account until payment; compounded on the first day of each month; and before and after any judgment (unless a court orders otherwise).

3. Indemnity

You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly financing costs and including legal costs on a full indemnity basis) following any breach by you of any of your obligations under these terms. This means that you are liable to us for losses we incur because you do not comply with these terms, for example we will charge you an administration fee where we receive a cheque from you which is subsequently not honoured or if we write to remind you that an account is overdue. If we instruct debt collection agents we may also recover the fees we incur from you. 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.