

TERMS OF BUSINESS

All funeral directors are legally required to display in a clear and prominent manner at each of their branches and on their website details of the following:

ERIC EYRE

INDEPENDENT
FUNERAL SERVICE

a) the size of any deposit which is required;

The size of the deposit required by Eric Eyre Independent Funeral Service is the third party charges (sometimes known as disbursements). This will usually be at the very least: the cremation or burial fees, the officiant's fee and, if required, the doctors' fees for cremation certificates.

For unattended funerals, Eric Eyre Independent Funeral Service requires full payment 48 hours prior to the committal.

b) the times by when any deposit and final balance must be paid;

The deposit, or in the case of unattended funerals the full payment, must be paid 48 hours in advance of the service date unless otherwise agreed in writing.

The final balance must be paid within 30 days of the final account being received by the client or the deceased's bank or solicitor unless otherwise agreed in writing.

c) the options, including interest charged, which a Funeral Director offers to a Customer in respect of payment of any deposit made and final balance; and

We accept the following payment options; BACs (bank transfer), credit or debit card (except American Express), cheque or cash.

We do not offer any options in respect of instalment payments.

d) any charges which the Funeral Director will make for late payment of sums due.

Failure to pay us in full on the due date may incur a charge of interest:

- At the rate of 1.5% compound on any monies outstanding one calendar month after the date of the funeral and every calendar month thereafter.

- Before and after any judgment (unless a court orders otherwise) we may recover (under the Indemnity Clause below) the cost of taking legal action to make you pay.

Indemnity

You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including 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 may 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. 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.

