



## The Family Funeral Service<sup>®</sup>

### TERMS OF BUSINESS

Price lists are readily available and a written estimate of all charges will be produced and agreed by the Company and the Client and the relevant terms and conditions of payment will be detailed therein.

**The final charges.** The Company's final account for its services may vary from the estimate as it will include the charges for any additional goods and services subsequently ordered and the third party values will be their normal gross price if different to that estimated. Manual calculations are used to compile the estimate and where addition errors are found later the corrected total will be shown on the final invoice.

**Advance payment of charges.** The Company may require payment for some services in advance of the service date. If a client fails to make payment by the required date the contract for the provision of those services will be deemed to be breached and the Company may not provide those goods and services. The Company will only make a new arrangement to provide those goods and services when full payment for those services (together with any penalties or cancellation fees) has been received.

**Payment of charges.** The Company will forward its final invoice to another person when so instructed by the client. The client is however personally liable for making payment in full of all Company charges and disbursements and simply forwarding the final invoice to another person will not discharge that liability. The client remains liable to the Company until full payment is received by it. The client also remains liable for any outstanding balance due to the Company which (in applicable cases) is not discharged by the nominated other person, the DWP or whoever is administering the deceased's estate and in any case the client is responsible for ensuring that payment is made within the payment terms detailed below.

Where the Company has made an estimate of the "anticipated DWP Social Fund payment" this is on the basis of the information provided to it at that time which may be inaccurate or incomplete. The Company is not responsible for any difference between the actual and anticipated payment and when less is received than anticipated the client remains responsible for the shortfall.

#### Payment terms. Please pay special attention to these.

- The Company may require payment for the total estimated cost of the direct cremation package, unattended funeral package, assistance when working without a funeral director, exhumation, and all children's funerals not covered by the Children's Funeral Fund (CFF) (including those disbursements for third party supplies not covered by the CFF) at the time of entering into the contract.
- The Company requires payment for the provision of the Promethean or Millennium caskets in advance of the Company placing an order for manufacture and delivery with the supplier for these caskets.
- The Company will (in appropriate circumstances) make commitments to third parties to a maximum disbursement total of £1,500.00. Any commitment beyond this figure will normally only be made upon receipt of the excess by the Company.
- The Company retains the title for all goods, services and third party supplies in relation to the specific contract until such time as it receives full payment for the final total amount invoiced.
- The Company produces its final invoice as soon as reasonably practical after the provision of the service (usually seven days after the funeral). This details all applicable charges and disbursements (except those payable by a pre-payment fund) and records any payments already received and any loyalty or affinity discounts. The balance shown is due for immediate payment.
- The Company acknowledges that a client may have made an application for a loan from A. W. Lymn Funeral Finance. This will not usually be shown on the face of the final account as the paperwork and final agreement in this matter will not normally be concluded before the date of invoice.
- There is no surcharge for payment by either Credit or Debit Card.
- The Company will allow a reduction of £50.00 in its charges when the full estimated amount including the known disbursements is paid in full in advance of the funeral date.

#### Overdue accounts.

Payment is due in accordance with the Company payment terms. In the event that these terms are not met and an amount is still outstanding on the first day of the calendar month following the calendar month after the calendar month in which the invoice is dated (for example on 1st March for an invoice dated 12th January) the Company will:

- Add 1.5% to the outstanding balance and add a further 1.5% to any outstanding balance on the first day of each calendar month thereafter.
- Hand the account to a collection agency or solicitor if, at its absolute discretion, it feels this is necessary and it will add all charges and fees to the outstanding balance.
- Prepare the matter for court when, at its absolute discretion, it feels this is necessary and it will add all legal fees, court fees and associated charges to the outstanding balance.

### DISCLOSURE OF INTERESTS

These terms and conditions apply to A.W. Lymn The Family Funeral Service Limited which may trade simply under the name of A.W. Lymn, referred to elsewhere in this document as "the Company" being the legal entity.

The ultimate owner of A.W.Lymn The Family Funeral Service Limited (1804600) is Lymn Funeral Services Limited (7176547).

### REGISTER OF CHARITABLE DONATIONS AND GRATUITIES

The only charitable donations the company makes are to the A.W. Lymn Centenary Foundation. In turn the Trustees of the foundation, the majority of whom are not directors or owners of the company, decide upon any awards made.

### CREMATORIA PRICE INFORMATION

The table below gives the prices charged by crematoria for an adult (18 + years) funeral within a 30-minute cortège journey of any of our funeral homes

Crematorium	Standard Fee Attended Service	Unattended Service	Reduced Fee Attended Service
Amber Valley	£930.00	£425.00	£825 - 08:00, 09:00, 10:00 & 17:00
Babworth	£820.00	£430.00	£625 - 09:00 & 09:30
Barnby Moor	£855.00	£445.00	£690 - 08:00, 09:00, 10:00 & 17:00
Bramcote	£730.00	£500.00	NA
Bretby	£730.00	£420.00	NA
Chesterfield	£830.00	NA	£436 - 08:10 & 08:30 £619 - 08:50, 09:10, 09:30 & 09:50
Gedling	£795.00	£500.00	NA
Grantham	£999.00	£499.00	£750 - 09:30
Loughborough	£1,035.00	£499.00	£830 - 09:30
Mansfield	£835.50	£418.50	£681.50 - 45 mins off peak
Markeaton	£805.00	£517.00	£605 - 08:30, 09:00, 09:30, 10:00 £755 - 10:30, 11:00, 14:00, 14:30, 15:00, 15:30
Sherwood Forest	£999.00	£499.00	£806 - 09:30
Trent Valley	£729.00	£499.00	NA
Wilford Hill (residents)	£700.00	£395.00	NA

