



wallacestuart
Lady Funeral Directors

TERMS OF BUSINESS

PAYMENT OF ACCOUNT

By signing the arrangement form, you are accepting our estimated list of charges. You agree that you are responsible for paying us the full price of the goods or services when such payment falls due and irrespective of the receipt of any sums due from any third party, including but not limited to any government contribution.

FOR OUR UNATTENDED CREMATION SERVICE

Full and final payment is required at least 28 days from the date of our final invoice

FOR ATTENDED CREMATION SERVICE, COMPLETE SERVICE AND BESPOKE SERVICE

We do not require any payment when you engage our services. Full and final payment is required within 28 days of the date of the invoice. If full payment has not been received within 28 days of the invoice being received, then we reserve the right to charge interest on the outstanding balance at a rate of 8.0% above the current bank of England base rate.

CANCELLING AN ORDER FOR OUR SERVICES

FOR ATTENDED CREMATION SERVICE, COMPLETE SERVICE AND BESPOKE SERVICE

The client has the right to cancel this contract if they so wish within the cooling-off period of seven (7) days from instruction.

FOR OUR UNATTENDED CREMATION SERVICE

The client has the right to cancel this contract if they so wish within the cooling-off period of three (3) days from instruction.

FOR ALL SERVICES

You acknowledge that if the services are fully performed within the cancellation period, you will lose the right to change your mind and cancel the services, if you cancel after we have started the services, but before the services are completed, you must pay us for the services provided until you tell us that you have changed your mind. ***To exercise your right to cancel, you must inform us of your decision to cancel by a clear statement in writing e.g. a letter sent by post or e-mail.***

ULTIMATE OWNER

Wallace Stuart LTD is owned by Sarah Elizabeth Moore. The sole director of Wallace Stuart LTD is Sarah Elizabeth Moore.

BUSINESS OR MATERIAL FINANCIAL INTERESTS

We have no business or material financial interests in any price comparison website which compare Funeral Director services and/or crematoria services and their respective prices.

CHARITABLE DONATION, CONTRIBUTION OR GRATUITIES

We make occasional charitable donations to good causes. These are usually between £10 - £150, and never exceed £200. By their nature they are one-off donations and for different charities and good causes. The decision to donate is based solely on our assessment of the individual charity's need at the time the donation is made.

We make no other form of payment to a third party that does not relate to a cost incurred or service provided by the third party on behalf of or to us.