

Terms & Conditions of Business

Independent Funeral Services is a trading name of IFS Online Limited, a company incorporated in England with company number 14674722 and whose registered address is Queensgate House, 48 Queen Street, Exeter, Devon EX4 3SR.

Estimates and Expenses

An estimate provided by us will set out the services we agree to supply to you. This estimate is an indication of the charges likely to be incurred for the services, on the basis of the information and details provided by you at the date of the estimate. While we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration particularly where third parties are involved and may change their rates or charges which is out of our control.

We may not know the total sum of third-party charges in advance of provision of the services. However, we will provide you with a best estimate. The actual total charges will be detailed and shown in the final account.

If you amend your instructions in terms of the services you require, we may require written confirmation from you and an amended estimate will be provided.

Payment Arrangements

We will issue you with an invoice for payment in relation to any services provided or undertaken.

The payment of an invoice is due one week (seven days) before the provision of any services. In the event of the services being provided in less than seven days, payment will be due within 24 hours of the invoice being provided.

For Unattended and Fixed Cost Funerals and Repatriations, payment is due within 24 hours of the invoice being provided.

If you fail to make payment under these terms, we reserve the right to suspend the provision of our services, including but not restricted to cancelling the booking of a crematorium. Only at such time as payment is received in full will the services be reinstated, which could include but is not restricted to an alternative date being obtained and agreed by you.

Indemnity and Liability

You will indemnify us in full and hold us, our employees and agents harmless from and against all expenses, liabilities, losses, damages, claims and other reasonable expenses we may incur (directly or indirectly including financing costs and including legal costs on a full indemnity basis) in connection with or arising out of your use and any third party's use of the services and following any breach by you or any of your obligations under these Terms. We reserve the right to claim any losses from you at any time by providing written notice.

We shall not be liable to you or any third party for any loss or damage (whether direct or indirect), howsoever arising.

Data Protection

We respect the confidential nature of the information given to us and where you provide us with personal data we will ensure that the data will be held securely, in confidence and processed only for the purpose of carrying out the services.

You have the right to know what data we hold on you and can receive copies of that data if required.

You confirm that you have permission to also give consent to use all information you supply, including your relatives and friends, unless you specify.

Cooling-Off Period and Termination

In the event of you cancelling our services within 14 days prior to the provision of the services, any goods or services you have received from us we will require to be reimbursed for, including but not limited to any costs or expenses incurred as part of the provision of the services we agree to provide.

We reserve the right to terminate our agreement with you in the event of you not honouring our Terms.

In the event of you wishing to terminate our agreement, we must be informed as soon as practicable.

Depending on the reason(s) for termination, at our discretion you may be asked to pay a reasonable sum based upon the services carried out up to the time of termination. This amount will be advised to you in writing.

Standards of Service

Our own code of practice requires that we provide a high quality service.

If you have any questions or comments about the service we provide to you, please raise them with us.

We will always endeavour to provide a prompt and efficient service to you. There may be instances where, because of circumstances beyond our control, we are unable to fulfil our obligations to you on the date or time specified. Therefore, we endeavour to meet all dates and times provided on the estimate however these cannot be guaranteed. Where it is known that we cannot meet something on which we have agreed, we will inform you as soon as practicably possible.

We cannot be held responsible for the performance of any third parties.

Questions?

Should you have any questions or require any clarification, please contact us via email at:
info@independentfuneralservices.online