

DAWN EVANS FUNERAL DIRECTOR

41-43 Warwick Road,

Carlisle CA1 1EE 01228 597440

Terms and Conditions/ Terms of Business

Dawn Evans Funeral Directors as the service provider, will carry out funerals in accordance with the wishes of the client.

SERVICE

We are available 24 hours a day 7 days a week to provide advise if needed, care for the deceased, after collecting them from the place of death. If the client or other persons are wanting to spend time with the deceased a member of staff will always be available. On the day of the funeral, we will provide enough staff to help.

We will use third party's as requested if refreshments/ flowers/ order of service etc are required.

FEES

At this moment no deposit is required. An itemised bill showing all disbursements paid on the family's behalf. Along side our fees as discuss and provided on the estimate when the funeral is first arranged.

Terms of payment will be 28 days from the date on the invoice.

CANCELLATION

A funeral can be cancelled before the date of the service, this can only be done by the client, in person and in writing. Any disbursements paid on the client's behalf must be paid on receipt of an invoice.

COMPLAINTS PROCEDURE

If the client has a complaint all concerns will be discussed, we have a full copy of a Complaints Procedure if requested