Terms and Conditions

Please see below the Terms and Conditions. The agreement is for the services carried out by Dean Jones Funeral Service Ltd on behalf of the client or as otherwise agreed.

Definitions

All References to “Us”, “Our” and “We” refers to Dean Jones Funeral Service Ltd. The full business address is Dean Jones Funeral Service Ltd, 48, Northway Road, Littlehampton, West Sussex. BN17 7JX. A estimate is the quote given at the time of the arrangement, this may change should the client add or subtract services as required. Client means any person taking responsibility for arranging the funeral, payment of the funeral and whom signs the required paperwork.

The Contract

1. For services as Funeral Directors, your contract with us will commence when we have taken instructions either by phone contact, by email or in person from you, and that we have agreed and are able to carry out the services you require. If you have requested our services, you must accept that if you change your decision in using our services then you may be charged costs for those services.
2. If on occasion we are unable to accept or provide you with a specific order due to , delivery deadline, unable to source goods, stock limitations, etc then we will keep you fully informed during the course of the arrangements.

Goods and Services

1. We will endeavour to provide all goods and services set out in your order with us.
2. We will at all times provide a good level of care and skill.
3. We will endeavour to make sure that all services provided comply with your wishes.

Your Rights To Make Changes

1. On the rare occasion when changes to the funeral have to be made, we will keep you fully notified of these changes.
Potential issues- Could concern the repatriation of a deceased, location or supply of a coffin and on a rare occasion visiting the deceased may not be possible due to natural changes and medical reasons.

Funeral Payments

The price of all goods supplied by us, will be the price that you will be given on your estimate as discussed in your meeting with us. Dean Jones Funeral Service Ltd will require a deposit (funds) for the funeral in advance of the funeral date. The amount of deposit will be agreed at our meeting. All disbursements will be paid by Dean Jones Funeral Service Ltd to third parties, i.e Crematoria, Officiants, Cemeteries, newspaper announcements, acting as an agent to our client. You agree to take full responsibility for the whole of the funeral invoice. On the rare occasion, despite our best efforts that we make an error or give an incorrect price on the invoice, the following will happen. If the error is an over payment, we will reimburse you immediately. If the error is an under payment you will need to pay the difference immediately. **FAILUE TO PAY THE FUNERAL DEPOSIT ON TIME MAY RESULT IN THE FUNERAL BEING CANCELLED.**

Cancellation

1. You have the right to cancel the funeral in writing within 7 days, we must receive your correspondence by post, hand delivered or email from the client. If you change your mind after the deceased has been brought into our care, there will be costs of the removal, care of the deceased and lengthen of time the deceased is in our care.
2. Any costs that we have incurred i.e payments to third parties, specialist items, personalised items, will be deducted from the refund. This is usually for items that cannot be used again.

Delays

We will not be liable or responsible for any failure to perform or delay in the delivery of any goods or services in the event of any strike, trade disputes, accident, fire, flood, inclement weather conditions etc, or any natural disaster or “Act of God”, that prevents goods or services order

by you, some of which may mean the funeral being delayed. Such a delay shall not constitute a breach of contract between us, nor will you be entitled to claim for any loss or damage howsoever arising as a result of a delay.

Cremations

1. If a cremation is required, we will agree with you, which crematoria will be used for the service. On a rare occasion it may be necessary to change the location at which the deceased is due to be cremated. Examples of this may be if there has been a temporary closure of the crematorium, or if the coffin is oversized for the cremator at the chosen crematorium. Any issues that arise we will discuss with you, options and choices. The above does not make us liable for you to make any claims against us. Should no decision be made at the time of the funeral arrangement about the collection of cremated remains, the cremated remains will be collected from the crematoria (if local) and held by Dean Jones Funeral Service Ltd and held for a maximum of 90 days without charge. If after this period we have not had any clear instructions or contact by the client, Dean Jones Funeral Service Ltd will make every effort to contact the client. If we are unable to make contact, we will write to you by recorded delivery, or email. We will send 3 periodic letters, with new instructions, after a further 60 days the cremated remains will be scattered at a suitable location unless we have prior contact and arrangements are made by the client.
If the client confirms that they would like Dean Jones Funeral Service Ltd to hold the ashes for a longer period of time, then there will be a charge of £1.00 per day after the initial 90 days. This must be paid in advance.

Burials

1. If the decision is for burial, we will arrange with the cemeteries the purchase of a new grave. If you have an existing grave then you must supply the Grave Deeds and proof of ownership. If you don't have the grave deeds you must have the permission of the grave owner to open the grave. The owner of the grave if not deceased is the only one who is able to sign the paperwork for a burial to take place. Any issues that arise outside of our control, means that we cannot be held liable nor can you not make any claims against us.
Donations

1. Dean Jones Funeral Service Ltd may arrange for a donation plate at the service. It is the responsibility of the family to collect and take the monies immediately after the funeral. Dean Jones Funeral Service Ltd will not take responsibility for monies left behind.

Memorials

1. If you require any masonry work, we will pass your instructions with your permission to a local professional monumental masonry company.

How We May Use Your Personal Information

We will use your personal information in the following way.

1. We will have to pass your details to third parties, i.e Officiant, Crematoria/Cemeteries, Doctor's etc (anyone who will be involved in the funeral)
2. To supply goods or services to you.
3. To process your payment for the funeral or goods supplied for you.

Complaints

1. Should you have any complaints relating to the funeral or other services provided by Dean Jones Funeral Service Ltd, please write to us at the address above and we will do our up most to resolve any dispute.

Privacy Policy

1. If you wish to see our privacy policy please ask in writing or alternatively please visit our website.