

# Lilleywhite Funeral Service

## *International Repatriation Specialists*

Kenyon House . 301 Bury Old Road . Prestwich . Manchester . M25 1JA

Tel: 0161 773 2749 . Fax: 0161 773 2882

[www.lilleywhite-repatriation.co.uk](http://www.lilleywhite-repatriation.co.uk)

## Terms & Conditions of Repatriation Services

(Please read carefully)

Lilleywhite Funeral Service are members of the National Association of Funeral Directors and therefore follow their current Code of Practice. From the moment you contact us, our staff will provide a professional, caring, dignified service to you and/or your clients.

Below are our current Terms and Conditions relating to repatriation services provided. Should you have any queries, please do not hesitate to contact a member of staff.

### 1. **Estimate of Services.**

- a. Our estimate is based on the information provided and provides an indication of costs and charges likely to be incurred through the course of our services and is correct as at the date of the estimate. We make every effort to ensure the accuracy of the estimate. However, costs and charges, particular those paid to third parties are liable to alteration and change.
- b. The amount of third party costs and charges may not be known fully in advance of the repatriation-taking place. However, in these cases we will provide you with an estimate of these charges on the estimate. The actual amount of these costs and charges will be provided and available on the final invoice.
- c. We will require your written confirmation should you amend your instructions or requests at any time. Extra charges may be incurred in accordance with our current schedule of charges.

### 2. **Data Protection Act.**

- a. We will ensure that any personal data provided to us will be held securely, in confidence and processed only for the purpose of discharging our services.
- b. We may have cause to share certain personal data with associate 3<sup>rd</sup> parties. These 3<sup>rd</sup> parties, who are acting on your behalf, may wish to contact you directly.

### 3. **Agreement of these Terms and Conditions.**

- a. Your acceptance of these terms and conditions includes your continuing instructions and amendments.
- b. If you require an invoice to be issued to a 3<sup>rd</sup> party, other than the instructee signing the estimate we will send a copy of the estimate to the 3<sup>rd</sup> party for countersigning before allowing the repatriation to proceed.

### 4. **Indemnity**

- a. Following any breach by you of any of your obligations under these terms and conditions you are to indemnify us in full and hold us harmless from all expenses and liabilities that we may incur (directly and indirectly including financing costs and including legal costs on a full indemnity basis)
- b. You are liable to us for any losses we incur because you did not comply with these terms and conditions. For example, you will be charged an administration fee for letters concerning overdue accounts and where we have received a cheque that has been returned as unpaid by the bank/building society.

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- c. If debt collection agencies and/or solicitors are instructed on our behalf, we may also attempt to recover their fees. We may claim those losses from you at any time. We will also request the court to instruct you to pay our legal fees if legal action is taken against you to recover any outstanding balance.

### 5. Payments and Associated Arrangements

- a. Unless agreed prior in writing, all accounts must be paid in full prior to the repatriation taking place.
- b. We may recover (under clause 4), the cost of taking legal action to make you pay.

### 6. Conduct

- a. We aim to provide a high quality service at all times and throughout all aspects of the services offered. If however, you feel you have questions, concerns or complaints about the service we provide to you, please refer them in the first instance with one of our senior partners.
- b. We cannot guarantee that the dates and times provided on the estimate until final bookings are made and confirmed and the account paid in full.
- c. There may be occasions, because of circumstances out of our control, where we are unable to fulfil your instructions on the specific date or time. If this is the case, we will contact you and advise you of the alternative arrangements accordingly.

I confirm that I have read and fully understand and accept the above Terms & Conditions together with the estimate of repatriation costs I have been provided with.

**Signature** .....

**Date** .....

**Print Name** .....

**Relationship** .....

**Re** .....