



C. Bastock Ltd
FUNERAL DIRECTORS

Terms and Conditions and Credit Arrangements

1. Clients will be allowed credit (Subject to Status) in order to assist them in the settlement and winding up of estates. C. Bastock (Contracts) Limited are prepared to allow a period of free credit for one calendar month from the date of the funeral. Thereafter, a monthly interest charge of 2% will be applied to the unpaid balance until the account has been met in full. We reserve the right to employ a third party collection agency and all costs associated with the collection of unpaid accounts will be added to the outstanding amount and become the sole personal responsibility of the undersigned. Statements will be rendered accordingly. You will receive a copy of these terms and conditions, together with a written detailed estimate of the costs of the funeral.
2. Cremated remains will only be released to the applicant for the cremation or to a person nominated by the applicant in writing. Ashes will not be released either in their entirety or in keepsake amounts until the funeral account has been settled in full.
3. Grave deeds will only be returned to the owner or person signing for the re-open of the existing grave, and only after the funeral account has been paid in full.

Deposits

In most instances we will require a deposit, your funeral arranger will discuss what is required. The amount will usually be the total of the disbursement fees plus 10 % of our costs. The deposit must be paid no later than 2 working days prior to the funeral date. We reserve the right to postpone the funeral date if the deposit is not paid on time. In all instances we reserve the right to ask for full payment prior to the funeral.

DWP Claim for help towards funeral costs.

If it is your intention to make a claim from the DWP for help towards funeral costs we will explain the process to you. We can only advise on the claim procedure, we cannot advise on the eligibility of the the claim you make. We will explain the maximum contribution The DWP will make, currently £ 1000.00 plus the stipulated disbursements. Should the DWP refuse or only make a partial contribution, for whatever reason, the balance of any monies due to the company will be your sole personal responsibility. We will require a deposit equivalent to the difference between, what we believe the maximum amount to the DWP will give you as a grant, and the total cost of the funeral you have arranged. Eg. If the DWP pay the maximum amount of £1989, and the total funeral cost is £3599, we would require a deposit of £ 1610. 00., which is the difference between the two.
