



Greenlees & Son

Family Funeral Directors

TERMS AND CONDITIONS

1. GENERAL

- 1.1 “The Company” Greenlees & Son.
“The Client” – individual taking responsibility for funeral arrangements.
- 1.2 Terms and Conditions are subject to Scottish Law.
- 1.3 The Company will provide The Client with written Confirmation / Estimate forms prior to the funeral date.
- 1.4 Contract between The Company and The Client is binding at point of client accepting written Confirmation / Estimate forms.
- 1.5 Should The Client add additional items / services to the original arrangements, additional costs may be incurred.
- 1.6 Several of the services provided by The Company will be undertaken by a third party (e.g. Cremation / Cemetery Authority, Publications, Florist, Hotel). While The Company will use all due care in the use of such services it cannot accept responsibility for any failure by such third parties to meet any particular standard.

2. PAYMENT TERMS

- 2.1 We do not require any deposit or upfront payment.
- 2.2 Funeral Account will be issued two weeks after the service.
- 2.3 Payment due within 30 days from date of account.
- 2.4 Payment Plans are available at no extra charge.
- 2.5 Disbursements may be charged direct to The Client (e.g. Cremation / Cemetery Authority, Florist, etc.).

3. COMPLAINTS PROCEDURE

- 3.1 Any grievance should in the first instance be discussed between The Client and The Company; thereafter a complaint may be lodged with the appropriate association.

4. DISCLOSURE OF INTEREST

- 4.1 Greenlees & Son is solely owned by Mr. Scott Angus Greenlees.
- 4.2 There is no business or material financial interest in a price comparison website.
- 4.3 There has been no material charitable donation to a third party.
- 4.4 There has been no charitable contribution or payment of gratuity to a third party.
- 4.5 There has been no material form of payment to a third party that does not relate to a cost incurred or a service provided by the third party on behalf of or to Greenlees & Son.