



RPB Funerals Ltd

T/A L. Clarke & Sons ~ Dafforn & Son ~ R. P. Byrom & Son
— Independent Funeral Directors —

1 Caen Shopping Precinct
Caen Street
Braunton
N.Devon
EX33 1EE

Tel: 01271 813526

Email: byrom@rpbfunerals.co.uk

Complaints and Cancellation Policy

YOUR RIGHTS

It is our responsibility to supply you with goods and services that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us – our contact details are given above.

If you are unclear about your rights or require advice, you can contact the Citizens Advice Consumer Service on 0800 144 8848 or www.citizensadvice.org.uk

CANCELLATION – YOUR RIGHTS

You have a right to cancel this contract and further information is given below.

YOUR RIGHT TO CANCEL

You have a right to cancel this contract without giving any reason within 14 days of entering into this contract with us. However, if the service of this contract has been fully performed, ie completed, this contract cannot be cancelled.

In order to exercise your right to cancel, you must inform us of your decision by a clear statement (ie a telephone call, letter sent by post, or email). You may use the cancellation form (below), but you do not have to, but you are advised to obtain proof that you have informed us.

To meet the cancellation deadline, you should let us know that you wish to cancel before the cancellation period has expired. If you want to put this in writing, this can be sent to us at the above address or by email.

EFFECTS OF CANCELLATION

If you cancel this contract, we will reimburse you all that you have paid us, subject to certain possible deductions set out below. To do this, we will need a specific request from you because of the cancellation period. This will mean that you will still have a right to cancel, but:-

- you will have to pay our costs for the work that we have done up to the point when you inform us of your decision to cancel.

We will make the reimbursement without undue delay and not later than 14 days after the cancellation notice has been received.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement.

COMPLAINTS

If you are dissatisfied with any aspect of RPB's service please contact Roger P Byrom by phone on 07974561646 or in writing to L. Clarke and Sons, Caen Shopping Centre, Caen Street, Braunton, N.Devon. EX33 1EE. This should be done within 14 days of RPB providing the service otherwise you are deemed to have accepted the service as complying with these terms and conditions