TERMS AND CONDITIONS OF BUSINESS (21/07/2026) - due for revision July 2027

Company Information:
These terms and conditions apply to Nottinghamshire Funeral Service Limited, which may trade simply under the name NFS, or Notts Funerals, referred to elsewhere in the document as “the Company” being the legal entity. The ultimate owners of Nottinghamshire Funeral Service Limited (08915233) are MS TRACY-JANE REYNOLDS; MR THOMAS LEAPER; MISS LEONIE PARKIN.

Definitions: The person who signs the paperwork that authorises cremation or burial to take place is known as a Client/Applicant/Customer.

Estimate and Right to Cancel: Each client will receive a price list, along with a written estimate and right to cancel information, which will be agreed between the client and the company. By signing the Estimate form, the client is formally entering into a contract with Nottinghamshire Funeral Service Limited, and this is also taken as agreement of these Terms and Conditions of Business.

Final Charges: Final charges may differ from the Estimate as this may include third party charges or additional goods or services. Estimates are calculated manually and any mathematical errors will be corrected in the final Invoice.

Payment Terms/Charges: A payment may be required by the Company prior to the service date, depending on goods and services required. Full payment of any outstanding charges is due within 14 (fourteen) days of presentation of the final Invoice (usually within seven days of service). A standard 50% deposit of the full cost of the funeral service (including third party disbursements) is levied, at the discretion of the management.

Liability:
The Client or Applicant (the person named on and who signs the Company paperwork relating to burial or cremation) is personally liable for making payment of all Company charges and disbursements. Whilst the Invoice may be forwarded to a nominated person, when the Company is instructed to do so, this does not discharge the Client/Applicant of their liability to pay any and all outstanding charges.

The client remains liable for any outstanding balance which is not discharged by the other nominated person; DWP or whoever is administering the deceased Estate. In any case the Client/Applicant is responsible for ensuring that payment is made within the payment terms stated above.

Where the Company has made an estimate of the anticipated DWP social fund payment, this is on the basis of the information provided to it, which may be inaccurate or incomplete. The Company is not responsible for any difference between the actual and anticipated payment and when there is a shortfall the client remains ultimately responsible for making up said shortfall.

Payment Methods: There is no surcharge for payment via Credit/Debit Card. A bank transfer can be accommodated. Cheque payment is upon agreement with NFS Management.

Late payments/Overdue Accounts: In the event that payment is not received within fourteen (14) days from date of Invoice, the Company reserves the right to: apply 2% to the outstanding balance; apply an additional 2% every additional calendar month the balance remains outstanding; refer the matter to Debt Collectors or Solicitors (including all fees and charges incurred in doing so) and prepare the matter for court if deemed necessary. including all legal fees; court fees and associated charges being paid by the Client.

A copy of these Terms and Conditions of Business are displayed in both the Carlton and Arnold branches of Nottinghamshire Funeral Service Limited.