



C . S . B O S W E L L
INDEPENDENT FUNERAL SERVICES

Terms and Conditions of Business

Our constant aim is to provide your family with a Funeral Service that is second to none, and that meets or exceeds your expectations of us. All our staff are dedicated, trained and caring to ensure that we always put our clients' needs and requirements first in everything that we do.

We request that the family member or other authorised person who is instructing us, signs a letter confirming that you wish us to act for you, and accepts responsibility for the settlement of our account. We will provide a detailed estimate of the funeral costs and the necessary disbursements, as soon as possible after taking your instructions. (Disbursements are the fees that we pay on your behalf, before the funeral) Our company policy is to request 50% payment of the estimate we have provided, 48 hours prior to the funeral taking place for all funeral duties. These monies cover the disbursements that are also payable in advance. If payment is not met within the requested time, we reserve the right to postpone all funeral duties and activities.

If our direct cremation, simple funeral or repatriation services are requested, the account must be paid in full, prior to the funeral taking place.

There may be additional services provided or extra items requested, and there may also be some costs that were not known when the estimate was prepared. All of the costs, (together with disbursements that have been paid) will all be detailed on the funeral invoice which you will receive by post about a week after the funeral service. We reserve the right to invoice you for third party fees up to ten weeks from the date of the funeral.

We ask that our invoice be settled in full, no later than fourteen days after the funeral. The date by which payment is due will be shown on the invoice. We accept payment by cheque, credit / debit card, bank transfer and by cash. If we are providing a repatriation service, or duty for a third-party firm, we request payment in full, before the deceased leaves the country or our care. If a bank, pension fund or solicitor is going to be handling the account on your behalf and paying us directly, please inform us prior to the funeral taking place. We will then submit our outstanding invoice directly to them and will send a copy to you. We do reserve the right to add an accruing interest charge of 2.5% per month to all invoices that are not settled by the due date.

GDPR – C.S. Boswell will treat your personal information with care and confidentiality in line with GDPR laws. However, we will need to pass such information to third parties who are being requested to perform services for clients and who may contact you directly. These include Ministers, Celebrants, Crematoria and Cemeteries, your chosen charity(ies) for donations, stone masonry, Bereavement Services and Pre-Paid Funeral Planning. By signing our Terms and Conditions you are giving permission for us to share your personal information with the above parties.

Jewellery – Our company policy is remove all Jewellery prior to Cremation unless specifically instructed by you “the client” to remain.

Embalming – If you have chosen for your loved one to have full hygiene treatment/embalming. Upon signing these terms of conditions you agree that you are satisfied this procedure has been explained to you by a member of our team

If you require any further information on any aspect of the above, please do ask at any time.

C. S. Boswell Independent Funeral Services is the trading name of Carl Boswell Ltd. Registration No: 08883089.

7 Bicester Road, Kidlington,
Oxford, OX5 2LA
Tel: 01865-373712

364 Banbury Road, Summertown
Oxford, OX2 7PP
Tel: 01865-553737

58 Bucknell Road, Bicester
Oxfordshire, OX26 2DW
Tel: 01869-221937

Email: Info@boswellfuneralservices.co.uk
www.boswellfuneralservices.co.uk

