



Additional Information

Roberts Bros Funeral Directors is a trading name of R.B.F. Services (Wrexham) Limited (Registered Company Number 8217405). The company is wholly owned by the Roberts Family. Company directors are Philip Roberts, Richard Roberts and Susan Roberts.

PAYMENT TERMS

PAYMENT IN FULL

The Standardised Attended Funeral, Standardised Unattended Funeral, Direct Committal, Simple Funeral and non-full arrangement services (Such as D.I.Y.) all require payment in full at the time of booking the funeral.

DEPOSIT (TRADITIONAL FUNERAL)

Unless the funeral has been pre-paid, we will request a deposit to be paid, no later than 48hrs in advance of the funeral date. Failure to pay the requested deposit will result in the funeral being cancelled or some elements not being provided.

The deposit will be calculated for you. This will usually be the total of the disbursements (The monies to be paid by us on your behalf or 50% of the total cost (Whichever is greater).

When a D.W.P. application for help with funeral expenses is being made, the deposit will be the difference between any anticipated grant and the total funeral cost.

FINAL ACCOUNT (TRADITIONAL FUNERAL)

The final account will be issued approximately 10 days after the funeral date. Unless we agree in writing, in advance of the funeral date, the invoice is due for payment within 30 days of the invoice date. Payments should be made in British Pounds by credit or debit card, BACS, Cheque or Cash.

ADDITIONAL CHARGES

If we have to write to remind you of an outstanding invoice, we will charge you £10 per letter posted.

If you do not pay in full by the due date we may charge interest on the overdue amount at the rate of 4% per month above the base rate of HSBC bank. Interest will accrue on a daily basis; compounded on the first day of each month until the date of payment.

If we are required to take enforcement action to recover an outstanding debt, we will seek to recover the cost of taking such action.

PAYING BY INSTALMENTS

We are not licenced to be able to offer credit. Payment can be made by instalments but must be by the due date.

DISCLOSURE OF INTERESTS

Roberts Bros, R.B.F. Services (Wrexham) Limited and the company directors confirm that we have no business or financial interest in any price comparison website which compares funeral director services and/or crematoria services and their respective prices.

CHARITABLE DONATIONS

From time to time we make donations to various non funeral sector good causes such as sports organisations or charities in our local area. Donations are usually in the form of sponsorship or printed products.

In the past 12 months, Roberts Bros or R.B.F. Services (Wrexham) Limited have made no material charitable donation, charitable contribution or payment of a gratuity to a third party connected to the funeral sector, such as a hospital, hospice, care home or similar institution, nor any other form of payment which does not relate to a cost incurred or a service provided by the third party on behalf of or to the company.