

CANCELLATION POLICY

If you wish to cancel:

- You may cancel this agreement at any time by telling us in writing or email.
- If you cancel before any work or services have started, we will refund all money you have paid in full within 14 working days.
- If we have already carried out work, arranged services, or paid third-party fees (such as crematorium fees), we will keep the amount we have fairly spent and refund any balance to you within 14 working days.
- We act fairly and reasonably at all times, in line with the Consumer Rights Act 2015.

If we need to cancel:

- Very rarely, we may need to cancel if something happens beyond our control or if legal requirements prevent us from proceeding.
- If this happens, we will tell you straight away and refund all money you have paid in full within 14 working days.