

Heritage Cremations (Pty) Ltd Registration Number: 2026/302410/07

These Terms & Conditions apply to all direct cremation services provided by Heritage Cremations (Pty) Ltd ("Heritage Cremations", "we", "us", "our").

1. Payment Requirements

1.1 Full payment must be received before the cremation can take place. 1.2 All accounts must be paid in full before the release of ashes. 1.3 Payments may be made via EFT or any approved method.

2. Additional Costs

2.1 The advertised direct cremation price includes only the services listed in our standard package. 2.2 Additional costs may include:

- Additional mileage
- After-hours removals
- Additional storage
- Doctor's fees
- Special handling
- Third-party fees

2.3 **Courier Fees:** Courier fees apply **only** for:

- Cross-border transport
- International delivery
- Extended-distance deliveries

2.4 Refer to our official pricing schedule for full details.

3. Delayed Payments & Storage Fees

3.1 Delayed payments may result in **additional storage fees**. 3.2 If no approved payment plan is in place, further operational costs may apply. 3.3 Heritage Cremations is not responsible for delays caused by incomplete or outstanding payments.

4. Embalming (If Required)

4.1 Embalming is not routine for direct cremations. 4.2 Embalming may be required if:

- Payment delays cause extended storage
- Preservation is necessary
- A third-party facility requires it
- Transport or logistics demand it

4.3 Embalming costs will be charged to the client.

5. Documentation Requirements

5.1 Cremation cannot proceed without all statutory documents:

- BI-1663
- DHA-1663
- Medical certificates
- Cremation permit
- Identity documents

5.2 Delays in documentation may result in additional storage fees.

6. Payment Plans (Updated Section)

6.1 Payment plans or instalment arrangements are **not automatically granted**. 6.2 **Heritage Cremations may, from time to time and in exceptional circumstances, agree to enter into a structured payment plan at our sole discretion.** 6.3 Any approved payment plan will be **legally binding**, and the client must comply with all agreed terms. 6.4 If a payment plan is not approved, the full amount remains immediately due. 6.5 **We reserve the right to pursue legal action, including court proceedings or any other lawful recovery methods, for outstanding or unpaid invoices**, including those arising from a breach of an approved payment plan.

7. Cancellation Policy

7.1 If cancelled after removal, a **non-refundable removal and admin fee** applies. 7.2 Additional fees may apply if documentation has already been processed.

8. Release of Ashes

8.1 Ashes are released only to the authorised representative. 8.2 Proof of identity is required. 8.3 Courier delivery is available **only** for cross-border, international, or extended-distance deliveries.

9. Delays Beyond Our Control

Heritage Cremations does **not** accept responsibility for delays caused by circumstances beyond our reasonable control, including but not limited to:

- Industrial action, strikes, or labour disruptions
- Delays by medical practitioners or hospitals
- Delays by the Department of Home Affairs or other government bodies
- Delays by crematoria, pathology services, or contracted facilities
- Load-shedding, power outages, or infrastructure failures
- Transport disruptions, road closures, or severe weather
- Any operational delays caused by third-party providers

Where such delays occur, additional storage or related fees may apply.

10. Limitation of Liability

We take all reasonable steps to ensure professional care. We are not liable for delays or losses arising from:

- Third-party actions
- Incomplete documentation
- Non-payment
- External operational disruptions

11. Acceptance of Terms

By instructing Heritage Cremations to proceed, the client accepts these Terms & Conditions in full.