

Terms of Website Use

These terms explain the basis on which you may use the Wealden Funeral Services website and the important distinction between general website information and a funeral arrangement agreed directly with our family team.

Effective from: 23 July 2026 **Last reviewed:** 23 July 2026

AT A GLANCE

You may use this website for lawful personal and informational purposes. Its content provides general guidance and does not, by itself, form a funeral-service contract. Please telephone us when help is urgent or when you need advice about a particular death or arrangement.

1. About these terms

These Terms of Website Use apply when you visit or use wealden-funerals.uk, including when you use its contact form, view a price list or download a document.

Please read these terms before using the website. By continuing to use it, you agree to follow the rules set out here. If you do not agree with them, please stop using the website.

SEPARATE SERVICE ARRANGEMENTS

These terms govern the website only. A funeral arrangement, quotation, estimate or other service may be subject to separate written terms agreed with you. Those service terms take priority in relation to the service itself.

2. About us

This website is operated by Wealden Funeral Services Ltd.

Legal name

Wealden Funeral Services Ltd

Company number

12670306, registered in England and Wales

Registered office

3 Browning Road, Heathfield, East Sussex, TN21 8DB

Trading address

3 Browning Road, Heathfield, East Sussex, TN21 8DB

Telephone

01435 868844

3. Website information

We provide this website to explain our funeral services, offer practical guidance, publish required and helpful information, and make it easier to contact us.

We take reasonable care when preparing and maintaining its content. Funeral procedures, legal requirements, third-party services, availability and charges can nevertheless change. General information may not address every circumstance and should not be treated as a complete statement of the law or as advice tailored to a particular person

or situation.

Dates shown on policies and price documents indicate when they took effect or were reviewed. Information on other pages is current to the best of our knowledge when published, but may be updated without a separate notice.

4. Enquiries and contracts

Website content is an invitation to contact us. Unless we expressly state otherwise, it is not a contractual offer.

Sending a contact form, email or other enquiry:

- does not oblige you to use our services;
- does not oblige us to accept an instruction;
- does not reserve a date, vehicle, venue or supplier;
- does not confirm that an email has been received or read;
- does not create a funeral-service contract; and
- should not be used where assistance is urgent.

A service arrangement is formed only when the relevant details, authority, scope, price and terms have been agreed through our normal arrangement process. We will explain when an instruction becomes binding.

5. Prices, estimates and quotations

We aim to present prices clearly and keep published information current. Prices may include fixed amounts, “from” prices, estimates, third-party charges or items for which a price must be requested.

A price shown on the website:

- applies to the service, inclusions and assumptions described beside it;
- may change when your choices or circumstances differ;
- may depend on third-party fees outside our control;
- does not include an optional item unless it is stated as included; and
- does not replace the written estimate or quotation prepared for a particular arrangement.

If a website price conflicts with a current written quotation issued specifically to you, please contact us promptly so that we can explain and correct the position. Nothing in this section removes any statutory right you may have where information or a price forms part of a consumer contract.

Our [Standardised Price List](#) and [Additional Options Price List](#) contain further pricing information.

6. Urgent and professional guidance

The website cannot assess the facts of an individual death or replace a direct conversation with a funeral director, doctor, registrar, coroner, police officer, solicitor or other appropriate professional.

If someone has just died, a death is unexpected, you have been asked to contact a funeral director urgently or a deadline may apply, telephone us on 01435 868844 . Do not wait for an email or contact-form reply.

Nothing on this website provides medical, legal, tax, benefits or financial advice. External organisations may need to advise you where those issues arise.

7. Intellectual property

Unless another owner is identified, the website's original text, layout, design, graphics, photographs, documents and other content are owned by or licensed to Wealden Funeral Services Ltd and are protected by copyright and other intellectual-property laws.

We grant you a limited, non-exclusive and revocable permission to access the website and to view, download or print reasonable extracts for your own personal, non-commercial use. You may also provide an unaltered copy of a public price list or policy to a family member, representative or professional adviser for a relevant purpose.

You must not, without permission:

- reproduce, republish, sell, license or commercially exploit a substantial part of the website;
- alter a downloaded document in a way that makes it appear to be an authentic Wealden Funeral Services document;
- remove copyright, attribution or trade-mark notices;
- use our name, logo or branding to suggest an association, approval or endorsement that does not exist; or
- systematically extract content to create a database, competing service or artificial-intelligence training dataset, except where the law permits that use or we have agreed to it in writing.

Third-party names, logos, images and materials remain the property of their respective owners and may be subject to separate usage conditions.

8. Acceptable use

You must use the website lawfully and with respect for other people, our systems and our rights.

You must not:

- attempt to gain unauthorised access to the website, server, hosting environment, accounts, data or connected systems;
- introduce malware, malicious code, harmful material or automated requests intended to disrupt or overload the website;
- probe, scan or test security without our prior written permission;
- bypass a technical restriction, access control, rate-limit or protective measure;
- use the contact form for spam, advertising, fraudulent messages, impersonation, harassment or unlawful content;
- submit material that infringes another person's privacy, confidentiality, intellectual property or other rights;
- misrepresent the source, date, meaning or status of website content; or
- use the website in a way that is unlawful, defamatory, abusive or likely to cause avoidable harm.

Legitimate search-engine indexing and accessibility tools may access the website in their ordinary manner, subject to technical controls and applicable law.

We may restrict or block access where reasonably necessary to protect the website, investigate misuse or comply with law. Suspected criminal activity may be reported to the relevant authorities.

9. External links

The website links to selected third-party websites to help visitors find official guidance, professional bodies, crematoria, cemeteries, social-media pages and other useful resources.

We do not control third-party websites and are not responsible for their availability, security, accessibility, privacy practices, content or services. A link does not necessarily mean that we endorse every statement, product or service on the linked website.

Third-party information can change without our knowledge. Check important information with the relevant organisation before relying on it or making a payment.

10. Linking to this website

You may create a fair and lawful link to a public page of this website, provided that the link:

- does not damage or take unfair advantage of our reputation;
- does not imply an association, approval or endorsement where none exists;
- does not place our content within a frame or otherwise obscure its source;
- does not appear beside unlawful or misleading content; and
- leads visitors to the current page rather than presenting an outdated copied version as current.

We may ask for a link to be removed where it does not follow these conditions or causes a legal, security or reputational concern.

11. Availability and security

We aim to keep the website available and secure, but cannot promise that it will always be uninterrupted, error-free or compatible with every device and browser. Maintenance, technical faults, supplier failures, security incidents or circumstances outside our reasonable control may affect access.

We may suspend, withdraw, restrict or change all or part of the website where reasonably necessary. We are not obliged to keep every page, document or feature available indefinitely.

We use reasonable safeguards but cannot guarantee that every internet transmission or downloaded file will be free from harmful code. You are responsible for using suitable device, browser, network and security protections.

12. Our responsibility to you

Nothing in these terms excludes or limits responsibility where doing so would be unlawful. In particular, nothing excludes responsibility for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation;
- breach of rights or obligations that the law does not permit us to exclude; or
- any other liability that cannot lawfully be limited.

If you are using the website as a consumer, we are responsible for loss or damage that is a foreseeable result of our breach of these terms or our failure to use reasonable care and skill. Loss is foreseeable if it was obvious that it would happen or both you and we knew it might happen when you used the relevant website service.

We are not responsible for loss caused by your reliance on information after we have clearly advised you to confirm it directly, by your failure to follow reasonable instructions, by an external website outside our control, or by events that we could not reasonably prevent. This does not affect any statutory right or responsibility that applies despite this wording.

The website is provided principally for consumers and families. If you use it for a business purpose, we will not, to the extent permitted by law, be responsible for loss of profit, revenue, business, opportunity, anticipated savings, data or goodwill arising from that business use.

13. Privacy and cookies

Our [Privacy Policy](#) explains how we collect, use, share and protect personal information. Our [Cookie Policy](#) explains the website's cookies, Google Analytics and external website resources.

Do not submit another person's confidential or personal information unless you are entitled to do so. The general contact form should not be used for medical records, identity documents, financial records or payment-card information.

14. Changes to the website and these terms

We may update the website and these terms to reflect changes in our services, technology, legal obligations or business practices. The effective and review dates at the top of this page identify the current version.

Updated terms apply to website use after they are published. A change to these website terms does not retrospectively alter a separate funeral-service contract.

15. Applicable law and courts

These terms and any non-contractual dispute concerning use of the website are governed by the law of England and Wales.

If you are a consumer living in England or Wales, the courts of England and Wales will have jurisdiction. If you are a consumer living in Scotland or Northern Ireland, you may also be entitled to bring proceedings in your local courts and retain any mandatory protection provided by the law applying to you.

16. Contact us

Please tell us if you have a question about these terms, believe that website information is inaccurate or wish to request permission to use our content.

WEBSITE ENQUIRIES

Wealden Funeral Services Ltd

3 Browning Road

Heathfield

East Sussex

TN21 8DB

Telephone: 01435 868844

Online: use our contact form