



POLICIES



A1 Commitment to Provide Quality Goods and Services

Casket Fairprice offers a one-stop solution for all funeral arrangement needs of all and ensures its products and services are of satisfactory quality in accordance with S14(2) of the Sales of Goods Act, Consumer Protection (Fair Trading) Act and Lemon Law.

This commitment is reflected through our company's transparent pricing policy.

The following are some examples of the services and products we offer:

- Caskets
- Clothing for the deceased and bereaved family
- Urns
- Parlour rental
- Funeral arrangement services

A2 Warranties and Service Guarantees

Casket Fairprice clearly declares the terms and conditions of any warranties or service, and guarantees to protect customers against product defects and non-performance and that their products are of the utmost quality. Our company takes immediate corrective action to control any nonconformity that may arise on the performance and quality of our products.

A3 Exchange and Refund Policy

Casket Fairprice has an Exchange and Refund Policy.

Exchange policy clearly stipulating the time frame(s) and conditions for any exchange is stipulated below:

- **Services** once sold and delivered are non-refundable.
- There is strictly NO REFUNDS for consumables and customized products.
- All other refunds or exchanges are allowed within three (3) days from invoice date **only for** defective products and non-consumable items.
- Charges for transport services are not refundable.

A4 Deposit

Casket Fairprice does not accept deposits.



A5 Redemption of Sales Vouchers

Casket Fairprice does not provide sales vouchers.

A6 Discounted Price

Casket Fairprice does not offer discount prices.

A7 Payment Methods and Channels

The payment can be in the form of Cash, Cheque, Bank Transfer, Paynow or selected Credit Cards (MasterCard, Visa, and American Express). Instalment plans are also available only for DBS/POSB Credit Cards, for up to 12 months, interest free.

Casket Fairprice does not accept payment in foreign currencies. Only Singapore currency will be accepted.

A tax invoice will be issued for the amount paid inclusive of the GST imposed.

All outstanding payments must be made in full within seven (7) days from invoice date.

A8 Accuracy of Charging

Casket Fairprice is committed to the avoidance of over or undercharging and to ensure correct change is given.

Charges are clear and legible, reflecting the total amount payable and its breakdown.

All packages are nett prices.

GST charges are imposed on products and services under **Casket Fairprice** as we are a GST- registered company.



A9 Delivery and Shipping Charges

Casket Fairprice provides customers with reliable delivery services to a specified address within Singapore either included within the package or sold separately. Any additional delivery would be charged based on the price list. **Casket Fairprice** is not liable for any defects once the delivery has been received and has been acknowledged.

Delivery outside of Singapore would be subject to the prevailing shipping rates and insurance which is applicable, and also to the terms and conditions from the freight company.

Customers will be informed and must agree on the shipping charges before processing the order, and freight rate is estimated based on 200kg, and would be charged accordingly for any additional weight.

A10 Charges for Extra Services

Casket Fairprice charges for extra services accordingly on customer's request based on ala carte pricing.

The following are some examples of the extra services we provide:

- Upgrade of casket quality
- Additional buses
- Additional monks
- Additional chanting hours
- Additional t-shirts

A11 Confidentiality of Customer Data

Casket Fairprice is committed to maintaining strict confidentiality of the customer's personal particulars and undertakes not to divulge any of the customer's personal information to any third party without the prior written consent of the customer.

Customer's personal particulars are solely for the purposes of completing sales transactions / purchase of goods.

The system for maintaining confidentiality is through locked office premises. Only authorized personnel in customer service and accounting department are allowed to access customer files.

Customer confidentiality policy is communicated to staff through the Employment Contract and understanding between management and staff.