DIGNITY
FUNERAL PLANS

Terms and Conditions - Fortnum & Mason Thank You Hamper

1. The Offer

1.1 To say thank you for choosing a Dignity Funeral Plan (a "**Plan**"), we are offering a free gift to New Customers who buy a Plan during the Offer Period, subject to these Terms and Conditions (the "**Offer**").

1.2 The gift is a Fortnum & Mason Thank You hamper worth £100 (the "**Hamper**"). In the situations set out in clause 3.2, you will receive a £100 digital gift card instead (the "**Gift Card**"). In these Terms and Conditions, the "**Gift**" means the Hamper or the Gift Card, whichever you receive.

1.3 The Offer is run by Dignity Funerals Limited (Company Number 00041598), whose registered office is at 4 King Edwards Court, King Edwards Square, Sutton Coldfield, West Midlands, B73 6AP ("**we**", "**us**" or the "**Promoter**").

2. Who can take part

2.1 The Offer is open to New Customers who:

(a) buy any Plan between 18 November 2026 and 9 December 2026 inclusive (the "**Offer Period**");

(b) give us a valid email address when they buy their Plan.

2.2 A "**New Customer**" ("**you**") is someone buying a Plan for the first time who has not previously bought or held a Plan. The Offer is not open to existing customers, including anyone who cancels an existing Plan and buys another during the Offer Period.

2.3 Only one Gift is available per funeral plan number.

2.4. This Offer may be used in conjunction with the Member Get Member referral programme. It cannot be combined with any other promotion, incentive, referral scheme, or offer. Where a purchase qualifies for more than one offer (excluding the Member Get Member referral programme), only one offer may be applied, you will receive this Gift in place of any other promotion or reward.

3. Hamper or Gift Card

3.1 Hampers are available while stocks last. The first 1,000 New Customers to buy a Plan during the Offer Period (based on the date and time of purchase) are guaranteed a Hamper, provided they meet these Terms and Conditions and subject to the exceptions in clause 3.2. After that, Hampers are subject to availability.

3.2 You will receive a Gift Card instead of a Hamper if:

(a) you ask for one, for any reason (for example, a food allergy, intolerance or dietary requirement), by filling in this form within 30 days of buying your Plan. You do not need to tell us why, or give us details of any allergy or medical condition;

(b) Hampers have run out;

(c) we cannot deliver to your address (see clause 5.2); or

(d) your Hamper cannot be delivered and we decide to send you a Gift Card instead of redelivering it (see clause 5.4).

3.3 Every eligible New Customer will be entitled to either a Hamper or a Gift Card, subject to these Terms and Conditions.

3.4 Gift Cards are provided by Prezzee UK Ltd ("Prezzee"), our gift card provider. If you qualify for a Gift Card, Prezzee will email you at the email address provided when you purchased your Plan, with instructions on how to claim your Gift Card.

3.5 You will have 30 days from the date Prezzee sends you the claim email to claim your Gift Card online, using the email address provided when purchasing your Plan. If you do not claim your Gift Card within this period, you may lose your entitlement to it.

3.6 Gift Cards are subject to Prezzee's terms and conditions, available at https://www.prezzee.uk/policies/terms-of-service/.

4. When you will receive your Gift

4.1 Your Plan must be active for 30 days before we send your Gift. If your Plan is cancelled for any reason within 30 days of purchase, you will no longer be eligible for the Gift.

4.2 Once your Plan has been active for 30 days, we aim to dispatch your Hamper, or arrange for your Gift Card claim email to be sent, within approximately 8 working days.

4.3 Because of the 30-day period, your Gift may not arrive before Christmas.

4.4 If you have not received your Gift within 50 days of buying your Plan, please call Customer Support on 0808 231 5929.

5. Delivering your Hamper

5.1 Your Hamper will be delivered by courier (DPD) to the address your Plan was booked with. If you would like it sent to a different address, please call Customer Support within 30 days of buying your Plan. We cannot change the delivery address once your Hamper has been dispatched.

5.2 We can only deliver Hampers to addresses in the UK. If we cannot deliver to your address, you will receive a Gift Card instead.

5.3 If the first delivery attempt is unsuccessful, DPD will normally attempt delivery again on the next working day. If the second attempt is unsuccessful, DPD may hold your Hamper for a limited period to allow you to arrange another delivery date, in accordance with its delivery procedures.

5.4 If your Hamper still cannot be delivered, DPD will contact you to arrange redelivery or, at our discretion, send you a Gift Card instead.

5.5 Please call Customer Support on 0808 231 5929 if:

(a) your Hamper arrives damaged, or items are missing or spoiled on arrival, within 7 days of delivery;

(b) tracking shows your Hamper as delivered but you have not received it, within 7 days of the delivery date shown; or

(c) your Hamper has been lost in transit and has not arrived within 50 days of buying your Plan (see clause 4.4).

Where relevant, we may ask you for photos of the Hamper and its packaging. We will then take reasonable steps to put things right, which may include sending you a replacement Hamper or replacement items, or a digital gift card for the reasonable value of the affected items or Hamper.

5.6 If you ask DPD to leave your Hamper with a neighbour or in a safe place, it will be your responsibility once it has been delivered there, and clause 5.5(b) will not apply.

6. Hamper contents, ingredients and allergens

6.1 **Please check the packaging for full ingredient and allergen information before eating anything from your Hamper and before sharing it with others.**

6.2 The Hamper is supplied by Fortnum & Mason, who are responsible for the food and drink in it and for its ingredient and allergen labelling. A full list of the Hamper's contents is available at https://www.fortnumandmason.com/the-thank-you-hamper.

6.3 Hamper contents may vary from those shown in our promotional materials. Fortnum & Mason may replace items with alternatives of a similar type and of equal or greater value. Any replacement items will also carry full ingredient and allergen labelling.

6.4 If you or anyone in your household has a food allergy, intolerance or dietary requirement, you can choose a Gift Card instead (see clause 3.2(a)).

7. Other important terms

7.1 There is no cash or credit alternative to the Gift. We reserve the right to substitute the Gift with a gift of equal or greater value.

7.2 We reserve the right to withdraw, suspend or change the Offer at any time, including where a Gift is obtained by fraud. Any changes to these Terms and Conditions will be published on this page.

7.3 If we reasonably believe that you have breached these Terms and Conditions, or obtained a Gift fraudulently, we may exclude you from the Offer.

7.4 We will only use your personal information as set out in our privacy policy at https://www.dignityfunerals.co.uk/MyDignity/Legals/Privacy-Policy. To deliver your Gift, we need to share some of your personal information (such as your name, delivery address, email address and phone number) with Fortnum & Mason, its delivery partners and, where applicable, our gift card provider. By accepting the Offer, you agree to give consent for this information to be shared.

7.5 Nothing in these Terms and Conditions excludes or limits our liability for death or personal injury caused by negligence, fraud or any other liability that cannot be excluded or limited by law. We are not responsible for any loss or damage arising from the Offer unless caused by our negligence or breach of these Terms and Conditions. Your statutory rights are not affected.

7.6 These Terms and Conditions are governed by the laws of England and Wales. If you wish to take court proceedings, you must do so in the courts of the United