SALAAM FUNERAL SERVICES (SFS)

PRENEED FUNERAL SERVICES AGREEMENT

1. INTRODUCTION

The Purchaser is pre-paying for funeral and/or burial services to be provided by Salaam Funeral Services (SFS) in the future.

This Agreement sets out the terms and conditions governing the purchase, activation and provision of the subscribed funeral and burial services.

The purpose of this Agreement is to ensure that, upon the death of the Beneficiary, SFS is able to respond promptly and provide the agreed services in accordance with the Qur'an and Sunnah and the terms of this Agreement.

The Purchaser authorises SFS to perform the agreed funeral services upon activation by the Purchaser, an authorised Activator, the Next of Kin, or another duly authorised representative, subject to the terms of this Agreement.

---

2. PARTIES AND DEFINED TERMS

2.1 Purchaser

Name: _____

Address:

Phone No.: _____

E-mail: _____

The **Purchaser** is the person who enters into this Agreement and makes payment for the subscribed services.

2.2 Authorised Activators

The Purchaser may nominate up to **two (2) persons** who are authorised to activate the subscribed funeral services on behalf of the Purchaser when the need arises.

Activator 1

Name: _____

Relationship to Purchaser/Beneficiary: _____

Address:

Phone No.: _____

E-mail: _____

Activator 2

Name: _____

Relationship to Purchaser/Beneficiary: _____

Address:

Phone No.: _____

E-mail: _____

An Activator may activate the subscribed services by contacting SFS through the designated communication channels and providing the information and documentation reasonably required by SFS.

The Purchaser may subsequently change or update the nominated Activators by notifying SFS in writing or through any approved electronic channel provided by SFS.

2.3 Service Provider

SALAAM FUNERAL SERVICES (SFS)

Office Address:

Telephone: +234 803 953 5129, 0916 000 6973

E-mail: info@salaamfunerals.com.ng

Website: https://salaamfuneralsng.com

Emergency/Activation Contact: +234 803 953 5129

SFS shall provide the funeral and burial services specified in this Agreement and in the applicable service subscription selected by the Purchaser.

2.4 Cemetery and Grave Subscription

Cemetery Location

_____

Cemetery/Grave Type:

_____

Grave Plot/Allocation No. (where applicable):

_____

Subscription Amount:

N_____

Payment Option:
☐ Full Payment
☐ 12 Equal Monthly Instalments

Where the Purchaser subscribes to more than one cemetery location and/or grave type, each selected cemetery and grave type shall be separately identified in the subscription documentation and corresponding receipt.

---

3. BENEFICIARY

The **Beneficiary** is the person whose funeral and/or burial services are to be provided under this Agreement.

The Beneficiary does not necessarily have to be identified at the time of the initial subscription.

Where no Beneficiary has yet been nominated, the Purchaser may indicate:

“TO BE PROVIDED.”

The Purchaser may nominate or subsequently change the Beneficiary by providing SFS with the required particulars.

An authorised Activator may also nominate the Beneficiary at the time of activation, subject to the authority granted under this Agreement and the verification requirements of SFS.

Beneficiary Particulars

Name:

_____

Address:

Phone No. (if available): _____

Date of Birth (if applicable): _____

Other identification/details required: _____

Where the Beneficiary is a deceased person, the relevant information concerning the deceased shall be provided by the Purchaser or Activator at the time of activation.

---

4. SUBSCRIBED FUNERAL AND BURIAL SERVICES

The services covered by the subscription shall be clearly identified in the applicable service schedule/receipt issued to the Purchaser.

Subject to the package selected and payment made, SFS may provide the following services:

1. Receiving and registering notification of death.
2. Activation and coordination of the funeral arrangements.
3. Collection/transportation of the deceased, where included in the subscribed package.
4. Washing (Ghusl) of the deceased in accordance with Islamic requirements.
5. Shrouding (Kafan) of the deceased.
6. Preparation of the deceased for Janazah.
7. Provision of appropriate funeral materials and equipment included in the package.
8. Coordination of the Janazah prayer, where required.
9. Transportation of the deceased to the cemetery, where included.
10. Burial and internment in the subscribed grave plot, where a grave plot has been purchased or allocated.
11. Grave-related arrangements and coordination with the relevant cemetery.
12. Provision of a coffin where required by law, cemetery regulations, transportation requirements or where expressly included in the selected package.
13. Exhumation, relocation or other cemetery-related services where separately subscribed to or otherwise agreed.
14. Assistance with documentation reasonably required for the funeral and burial.
15. Coordination with relevant authorities, cemetery management and other service providers where necessary.
16. Provision of Wasiyyah-related services where separately subscribed to.
17. Other services expressly stated in the Purchaser's service schedule, quotation, invoice or electronic subscription confirmation.

Important: The precise services included shall be those expressly identified in the Purchaser's subscription documentation. Services not included in the selected package may attract additional charges.

---

5. ACTIVATION OF THE FUNERAL SERVICES

The subscribed services may be activated by:

- the Purchaser;
- either of the two authorised Activators;
- the Next of Kin; or
- another person whom SFS reasonably accepts as being authorised to act on behalf of the deceased or the Purchaser.

Activation shall require notification to SFS through its designated telephone number, emergency contact, e-mail, website or other approved communication channel.

The person activating the service shall provide, as far as reasonably possible:

- full name of the deceased;
- date and time of death;
- location of the deceased;
- contact details of the person activating the service;
- evidence/documentation of death where available;
- cemetery/grave details, where applicable; and
- any other information reasonably required for lawful and proper execution of the funeral.

---

6. MINIMUM NOTICE AND RESPONSE TIME

The Purchaser or Activator should notify SFS **as soon as reasonably practicable after death**.

Unless circumstances make this impossible, a minimum notice of **5 (five) hours** should be provided before the intended burial.

Upon receipt of a valid activation request, SFS shall acknowledge the request within **30 minutes** and shall communicate the expected commencement of arrangements.

SFS shall use reasonable efforts to commence the required arrangements promptly and, where practicable, within **1 hour** of receiving all necessary information and documentation.

The actual timing of burial may, however, be affected by:

- the time and location of death;
- availability of the deceased;

- hospital, mortuary or authority requirements;
- cemetery availability;
- documentation requirements;
- traffic and transportation conditions;
- Environmental factors such as heavy rain or flood
- public holidays;
- government or regulatory requirements; and
- other circumstances beyond SFS's reasonable control.

---

7. PAYMENT AND PRICE VARIATION

The amount payable by the Purchaser shall be the amount stated in the subscription confirmation, invoice and/or receipt issued by SFS.

Subscription Amount: N_____

Grave/Cemetery Amount: N_____

Funeral Services Amount: N_____

Total Amount: N_____

The Purchaser may select either:

☐ **Full Payment at Once**

or

☐ **12 Equal Monthly Instalments**

Where the subscription is paid by instalments, the agreed instalment amount shall be:

N_____ per month × 12 months = N_____

Any prebooking or subscription that has not been fully paid may be subject to reasonable price adjustments where the cost of the underlying cemetery, burial, transportation, materials, regulatory requirements or other subscribed services increases.

Any such variation shall be communicated to the Purchaser, and the additional amount payable shall be clearly stated.

Where it is not possible to prepay for a grave plot at the cemetery selected by the Purchaser, or where the cemetery subsequently imposes an additional charge, any such additional cemetery charge shall be borne by the Purchaser, subject to prior communication where reasonably practicable.

---

8. CEMETERY SUBSCRIPTIONS

The SFS online subscription system shall provide the Purchaser with the option to select the desired:

- cemetery location;
- grave type;
- number of grave plots; and
- payment option.

The system shall provide an option to pay the **entire cemetery/grave subscription amount at once**, in addition to the option of paying in **12 equal instalments**.

The Purchaser should also be able to subscribe to **multiple cemetery locations and/or multiple grave types in a single transaction**, with each selection clearly itemised in the subscription confirmation and receipt.

---

9. RECEIPTS AND GRAVE PLOT DOCUMENTATION

SFS shall issue a separate receipt for:

1. payment for the funeral services subscription; and
2. payment for the cemetery/grave plot subscription, where applicable.

Where a grave plot has been allocated or purchased, the cemetery/grave documentation shall accompany the relevant receipt or be separately issued as part of the Purchaser's complete subscription documentation.

The documentation should clearly identify:

- Purchaser;
- cemetery location;
- grave type;
- number of grave plots;

- plot/allocation number, where available;
- amount paid;
- outstanding amount, where applicable;
- payment plan;
- date of payment; and
- relevant terms and conditions.

---

10. OBLIGATIONS OF THE FAMILY/NEXT OF KIN

Upon the death of the Beneficiary, the family, Next of Kin or Activator shall:

1. Notify SFS promptly.
2. Provide accurate information concerning the deceased.
3. Provide the necessary death certificate, medical certificate, identification or other documents where required.
4. Provide SFS with access to the deceased where necessary for the provision of the subscribed services.
5. Cooperate with SFS in obtaining any required governmental, hospital, mortuary or cemetery documentation.
6. Provide accurate cemetery and burial information where applicable.
7. Pay any additional charges that are not covered by the subscribed package.
8. Comply with reasonable instructions required to facilitate the timely and lawful burial of the deceased.
9. Inform SFS of any special circumstances relating to the deceased that may affect the provision of the services.

The family shall not obstruct or materially interfere with SFS's performance of the agreed Islamic funeral services.

---

11. ISLAMIC REQUIREMENTS

The Purchaser declares that the Beneficiary is a Muslim.

The Purchaser authorises SFS to manage and perform the funeral services in accordance with the Qur’an and Sunnah of the Prophet ﷺ.

SFS shall have the right to decline to participate in any funeral practice that is inconsistent with the Qur'an and Sunnah or with applicable law.

Where SFS declines to participate in such a practice, SFS shall not be liable for any adverse consequence arising from that refusal.

---

12. AUTHORITY AND DECLARATION

The Purchaser declares that:

- the information provided in this Agreement is accurate;
- the Purchaser is authorised to enter into this Agreement;
- the nominated Activators are authorised to activate the subscribed services;
- the Purchaser has read and understood the terms and conditions;
- the Purchaser agrees to be bound by this Agreement; and
- the Purchaser authorises SFS to provide the subscribed funeral and burial services in accordance with this Agreement.

---

13. CHANGES TO PURCHASER, ACTIVATOR AND BENEFICIARY DETAILS

The Purchaser may update the details of the Purchaser, Activators or Beneficiary by notifying SFS through an approved channel.

SFS may require reasonable verification before effecting any change, particularly where the change concerns the identity of the Beneficiary, activation authority or grave allocation.

---

14. ADDITIONAL SERVICES

Where the family requests services that are outside the services included in the subscription, SFS shall communicate the applicable additional cost before providing such services, where reasonably practicable.

Emergency circumstances or legal/regulatory requirements may require SFS to incur unavoidable expenses without prior approval. Such expenses shall be communicated to the family as soon as reasonably practicable.

---

15. RECORDS AND DOCUMENTATION

SFS shall maintain appropriate records of:

- the subscription;
- payments;
- receipts;
- cemetery and grave allocation;
- Purchaser details;
- Activator details;
- Beneficiary nomination;
- service activation; and
- funeral/burial services provided.

The Purchaser should retain the original or electronic copies of all receipts, subscription confirmations and grave allocation documents.

---

16. ACKNOWLEDGEMENT

I/We confirm that I/we have read and understood this Agreement and agree to its terms.

I/We understand that the precise services covered are those stated in the applicable subscription/service schedule and payment documentation.

I/We further understand that cemetery charges and other underlying costs may change and that applicable additional charges may arise as provided in this Agreement.

PURCHASER

Name: _____

Signature: _____

Date: _____

ACTIVATOR 1

Name: _____

Signature: _____

Date: _____

ACTIVATOR 2

Name: _____

Signature: _____

Date: _____

FOR SALAAM FUNERAL SERVICES

Name: _____

Designation: _____

Signature: _____

Date: _____

DOCUMENTS TO BE ISSUED TO PURCHASER

☐ Preneed Funeral Services Agreement

☐ Funeral Services Subscription Receipt

☐ Cemetery/Grave Plot Payment Receipt

☐ Grave Plot Allocation/Confirmation

☐ Service Schedule/Package Details

☐ Electronic Subscription Confirmation

☐ Terms and Conditions

☐ Other: _____