

## Terms and Conditions

### A ) Upon Service Commencement

- 1 Price per hour and any mileage fee if applicable will be agreed at outset.  
The only additional extras will be postage, carriage and work outside of the normal purview ( see B10)
- 2 Payment terms are 30 days from invoice date - Mrs G Accounting Services reserves the right to cease work, without notice if payment is not made within this time.
- 3 Full agreement will be made by the new client in writing as to what services are to be undertaken by Mrs G Accounting Services.
- 4 Any information required by Mrs G Accounting Services to perform the services required , such as VAT, PAYE ,UTR or company registered numbers and information from a former bookkeeper or current accountant must be supplied within 30 days of service commencement or Mrs G Accounting Services reserves the right to terminate the service immediately.
- 5 Where tax advice is required Mrs G Accounting Services can recommend an accountant that they work with or a client may prefer to use their own. If the client uses their own accountant there must be good communication between the two parties , enabled by the Client.
- 6 Mrs G Accounting Services must provide relevant periodic checks on all clients to meet the requirements of the Anti-Money Laundering Regulations. If clients are not able or unwilling to provide this required information the service may have to be terminated with immediate effect.

### B) During Service

- 1 Mrs G Accounting Services shall give three months notice of any price increase.
- 2 Mrs G Accounting Services will keep all client data secure and not pass any data to any third parties without the express consent of the client.
- 3 The client shall pass to Mrs G Accounting Services all information, data and paperwork needed to provide the contracted services in a regular and timely fashion.  
They cannot be held responsible for delays caused by the client not providing the requested information when asked.
- 4 The client understands that they are still responsible in full for knowing when their own deadlines are due and for meeting those said deadlines, and for paying the fines if said deadlines are not met.
- 5 Mrs G Accounting Services undertakes to let a client know immediately if there are any problems that they feel may delay services so that a client can make other arrangements if required.
- 6 Any extra work undertaken over the initial brief by Mrs G Accounting Services must be agreed in writing.
- 7 Immediate notification must be given,( if verbally, followed up in writing) of any concerns or queries that a client has on the quality or status of their work - Mrs G Accounting Services will respond to these queries within 7 days.
- 8 Mrs G Accounting Services reserves the right to refuse to do any work which is not under its original remit or would be contrary to the laws of the country.
- 9 Mrs G Accounting Services will provide a quick service wherever it is possible but clients are asked to remember that we have a duty to ensure all their clients are given equal service. As this service is performed both at home office and at clients premises - a same day response may not always be possible.
- 10 If a client requires work to be done at short notice Mrs G Accounting Services will do all it can to provide this service, but if evening or weekend work is required , then this could incur an additional hourly charge, which will be agreed before the work starts.

### C) Termination of Service

- 1 Mrs G Accounting Services will give three months notice of its intention to stop work for a client, unless as in A2 payment is not received.
- 2 Mrs G Accounting Services expects 1 months notice of termination from a client unless they have not met the conditions of B7.  
Mrs G Accounting Services reserves the right to charge a fee equivalent to 1 months average fee, if this time is not given.
- 3 The Client will have two options on termination :-
  - a *Immediate* :- Client will be provided with all paper records and a disk with all computer data held as soon as possible after termination date, upon receipt of cleared funds for any outstanding invoices.  
Mrs G Accounting Services will not provide any further help or support in the handover.
  - b *Handover* :- Client will agree a timescale or stage of work to be completed for termination, All paper work and a copy of all computer data held will be supplied after that date upon receipt of cleared funds in payment for all monies due.  
If support or further explanation is required after handover it will be supplied but will be chargeable.  
NB :- In both cases the client will be expected to pay for the time taken to collate and transport the records to their destination.