

## TERMS AND CONDITIONS OF BUSINESS/ENGAGEMENT SERVICE PACKAGE VIA ACCOUNTING LITE

Garbetts offers a range of fixed price services under the branding "Accounting Lite", and offered via EBAY / internet. This document outlines the special contractual features of these service package.

It should be read in context with our main Terms and Conditions of Business / Engagement document which it supplements.

Where appropriate this document supersedes provisions in the main Terms and Conditions of Business.

1. The fee structures for our Accounting Lite services are intended to the specific service which you are purchasing as per the description of the purchase.
2. Our fees for these services are fixed as per the tariff at the time of order. Where fees are banded, eg by business turnover, and you purchase the wrong band then, so long as the purchase was made in good faith and you can demonstrate this, we will honour the purchase price so long as the excess over or under the band is not more than 5%.
3. Our fees for these services are due for prepayment at the time of purchase, and before work commences. Exceptionally, if payment has not been made in advance the credit terms in our main terms of business document apply..
4. Very occasionally if presented with very poor quality records a previously quoted fixed fee may have to be withdrawn; if this is the case then you will be advised as soon as possible, and will be given the option of continuing to engage us on a revised fee agreement or to terminate the engagement. with a full refund of any amounts paid to us. We will endeavour to identify such circumstances as early as possible in the engagement.
5. Where the contract between you and ourselves is cancelled by either party before completion, other than in the circumstances at 4 above, we will assess the value of the work we have carried out to date based on our non routine / non fixed price hourly charge rates and issue a refund for any amounts paid in advance and not expended.
6. Some of our e-bay / internet sign up packages include the preparation of pages / supplements for your personal tax return, rather than the full tax return. Where this is the case we will prepare the relevant pages and submit them to you in PDF format.

### 7. Deadlines and timescales

- a. Our turnaround times are:

Accounts preparation:	Aim	14 days
	Guarantee	1 calendar month

Tax returns:	Aim	7 days
	Guarantee	21 days

Other services:	as per order / description	
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The aim time is, as the name suggests, the turnaround time we aim for – it is however not guaranteed.

The guarantee time is the guaranteed time, providing you have got all the information to us on time. If we miss the guarantee time then we will refund 50% of the charge for the service.

- b. If we are waiting for information or explanations from you then measurement of the time elapsed is suspended.

TCB 2008 Amended 021108

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