

## Our Guarantee

Our intention is to provide the best service possible toward the betterment of our clients and to surpass expectation. Although we promote fun, we take our guarantee very seriously, and hope to match it to the best in the industry.

All our staff must abide by our customer promise from the day they enter the door. We cannot assure the reader of the guarantee below with respect to the partners and associates that we also work with.

### Clear Pricing

We are extremely open about our pricing policy, and inform all our clients from the outset. We seek written approval before our work begins.

### Turnaround

We guarantee to start your work within the specified time as per your service plan or you pay nothing for the work\*.

### Accuracy

Any returns submitted that are not absolutely correct will be rectified at no extra charge to you.

If you are on our Gold or Diamond pricing plan and you incur any fines as a result of our lack of speed, we will pay the fine, and you pay nothing for the work\*.

### Communication

If we cannot get back to you as per the specified pricing plan, you pay nothing for the work\*.

### Friendly and courteous

All our teams are selected individuals that have a proven success record. We expect all our staff, members and partners to be approachable and polite.

### Professional

We endeavour to work with the best Accountants, actively promoting continued educational and personal improvement.

### Illegal Activity

Should we feel for whatever reason that we are dealing with any illegal work and or action, we reserve the right and would seek contract termination immediately.

### Satisfaction Guaranteed

If you are not happy with our service for any reason, you have the liberty to leave with one months notice in writing.

\*Up to a maximum of £500 of total invoice price.

**OUR GUARANTEE IS IN EFFECT FROM NOVEMBER 2012 ONWARDS UNTIL FURTHER NOTICE**