

## **Terms and Conditions**

- These terms cover work provided by Findlay & Co Chartered Accountants Limited. They may be varied or added to at any time by giving reasonable notice to you
- If for whatever reason you do not understand these terms you should tell us immediately and we will be happy to explain them more fully
- These terms are deemed accepted unless you tell us in writing prior to commencing work on your behalf

### **Benefits to you**

We are confident in offering you expert services in line with your expectations and above those offered by our rivals. With that in mind, part of our expert service to you is a number of benefits of the service we offer. They include:

- To hold all personal, business, taxation & finance information about you & yours in the strictest of confidence
- To notify you of any correspondence received from the Inland Revenue or other reporting agencies on yours or any associated entities behalf within 48 hours of receiving it.
- To return calls, emails & requests for information from you within 24 hours of receiving it.
- To notify you of any unexpected issues that may arise which may vary this quotation and discuss with you the options available to you and any additional costs.
- To advise you of when you will have the work finalised and presented to you.
- To discuss the progress of your business and advise you of any recommendations.

### **Our expectations of you as our client & our standards**

- Our team of Accountants will not start a job until ALL necessary papers for that work have been received
- As we offer an expert, timely, courteous service, we expect our clients to do the same, giving us any relevant requested information in a timely manner and by addressing our staff in a polite, courteous & professional manner at all times
- To present all records provided to us to the best of your ability
- To notify us of any issues, discrepancies or grievances you may have as soon as they arise so that we have the chance to rectify them immediately
- To pay our fees within or before our payment terms
- To provide us with the source records & documents needed to enable us to meet IRD & other governing body deadlines in an efficient, stress free, timely manner. We reserve the right to apply additional fees for work considered urgent.

### **Payment Options**

We offer the following options for payment of your account with us:

- Direct Debit from your New Zealand bank account
- Visa or Mastercard through our secure website: [www.findco.co.nz](http://www.findco.co.nz)
- Direct Credit to our bank account National Bank Wanaka **06-0943 0062282-00**
- Cheque
- monthly payment through Feesmart (please contact our office for further details).

### **Termination**

We have the right to cease work immediately and determine our retainer by giving you written notice at your last known address if:

- any bill remains unpaid after the stated payment date;
- you fail without reasonable cause to give us instructions for a period of one month where instructions are required or requested;
- you fail to make a disclosure of a material matter relevant to your business.

We also have the right to cease work and determine our retainer in any other situation where I have good cause and give you reasonable notice.

You may terminate our instructions in writing at any time.

### **Client Care**

The aim of Findlay & Co Chartered Accountants Limited is to ensure you are fully happy with the service provided to you. However, if you are unhappy with any aspects of work then please raise it with us immediately and we will do whatever we can to rectify it.