numberone
ACCOUNTING

info@numberoneaccounting.com
07383 685130
020 3026 5008

Cancellation Policy

1. No Long-Term Contracts

We do not require annual commitments, minimum service periods, lock-in clauses, or cancellation penalties. Cancel anytime without penalty.

2. How to Cancel

Provide written notice to: samin.maliyath@numberoneaccounting.com or your Relationship Manager

Include: Name, company name, client reference, requested cancellation date

Acknowledgment: Within 2 working days confirming final billing date, outstanding work, and handover arrangements.

3. Notice Period

Recommended: 30 days for smooth transition, work completion, and proper handover.

Immediate: Available subject to payment for current period and work in progress.

4. Billing Upon Cancellation

- Billed for current month of cancellation
- No partial month refunds unless service not provided
- Standing orders cancelled by you with your bank

- All outstanding invoices paid before handover
- Work substantially completed charged as agreed
- Final invoice within 7 days
- Payment due within 14 days

5. Services During Notice

We continue all package services, complete statutory filings with approaching deadlines, maintain service standards, and prepare records for handover. You are charged for completion of tax returns, payroll submissions, VAT returns, or Confirmation Statements already in progress.

6. Work in Progress

Tax Returns/Accounts:

- 75% complete: We complete and charge agreed fee
- 25-75% complete: Discuss options (complete, handover, or cancel with time charges)
- <25% complete: Provide source documents, charge for prep work only

Bookkeeping: Complete to month end, record and reconcile transactions, bring up to date, provide final summary.

Payroll: Complete current month, file RTI, issue payslips and P45s as needed.

7. Handover to New Accountant

Professional Clearance: Within 5 working days confirming no ethical barriers.

Document Transfer: Compile all records, prepare handover notes, provide digital files (PDF, CSV, Excel), transfer cloud software access.

Documents Provided: Source documents, filed returns and accounts, working papers, HMRC/Companies House correspondence, payroll records, pension documentation, VAT records, system passwords (where applicable).

Timeline: Professional clearance in 5 days, document compilation in 10 days, complete handover in 15 days (longer for complex accounts with agreed timescales).

8. Right of Lien

We may retain documents if fees are unpaid until payment received in full. To avoid delays, settle invoices promptly, contact us about disputed charges, or arrange payment plans. Documents released within 5 working days of payment.

9. Disputed Charges

Contact us immediately with concerns. We review and provide detailed breakdown within 10 working days. Undisputed amounts should be paid while dispute is resolved.

10. We May Cancel If:

- Terms breach
- Payment overdue >60 days
- Failure to provide necessary information
- Ethical/professional reasons preventing continuation
- Required by law or regulation
- Money laundering or criminal activity suspected

Our obligations: 30 days' notice (except serious breaches), complete urgent statutory obligations, orderly handover, refund advance payments for services not provided.

11. After Cancellation

Data Retention: Records retained per legal requirements (see Data Retention Policy), confidential information protected, secure deletion after retention period, respond to legitimate information requests during retention.

Re-engagement: Welcome anytime with standard onboarding, due diligence, current pricing, and archived records retrieval if within retention period.

12. Consumer Cooling-Off Rights

Consumers (not businesses) have 14 days to cancel from contract date with full refund if no services provided, or pro-rata refund if services requested during cooling-off period. Notify us in writing stating clearly you wish to cancel. Refund within 14 days.

13. Special Circumstances

Business Closure: Inform us immediately. We complete final accounts and tax returns, assist with final HMRC and Companies House submissions, and arrange dissolution/strike-off services (additional fees may apply).

Death/Incapacity: Estate representative contacts us. We work with executors/attorneys to complete obligations and provide handover to estate advisors.

Business Sale: Inform us of transaction. We provide handover to new owner's accountant, prepare final accounts to sale date. You remain responsible for fees to transfer date.

14. Contact

Number One Accounting | 215a Cuffley Place Sopers Road, Cuffley, Potters Bar, Hertfordshire, England, EN6 4RY | info@numberoneaccounting.com | 020 3026 5008 | 07383 685130
Relationship Manager: Samin Maliyath