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Terms of Service

1. Introduction

These Terms of Service ("Terms") govern your use of accounting services provided by Number One Accounting ("we," "us," or "our"). By engaging our services, you ("Client," "you," or "your") agree to be bound by these Terms.

2. Services Provided

We offer fixed-fee accounting packages (Core, Pro, Max, and Bespoke) as detailed on our website. Our services may include:

- Annual accounts preparation and statutory filings
- Self-Assessment tax returns
- Corporation Tax returns (CT600)
- Payroll processing and RTI submissions
- VAT registration and returns (MTD compliant)
- Bookkeeping services
- Confirmation Statements
- Workplace pension processing
- Dedicated Relationship Manager support

The specific services included in your package are outlined in your selected pricing tier.

3. Pricing and Payment

3.1 Fixed Monthly Fees: All prices are fixed monthly fees inclusive of VAT. Your selected package determines your monthly charge.

3.2 Payment Terms: Payment is due monthly in advance. We prefer standing order arrangements for regular payments. Additional invoices not covered by standing orders must be paid within 30 days of the invoice date.

3.3 No Hidden Fees: We guarantee no hidden charges beyond your agreed monthly fee, unless you exceed your package limits or request services outside your package scope.

3.4 Transaction Limits: Each package includes a specified monthly transaction limit. If you consistently exceed this limit, we will upgrade you to a more suitable package.

3.5 Late Payment: We reserve the right to charge interest on overdue payments and may exercise a lien over documents in our possession until payment is received in full.

4. Client Responsibilities

You are responsible for:

- Maintaining accurate and complete financial records
- Providing timely access to all necessary books, papers, and documents
- Recording all receipts, payments, invoices issued and received
- Notifying us of any changes to your business structure or operations
- Ensuring all information provided is accurate and complete
- Reviewing and approving all documents before submission to authorities

5. Our Responsibilities

We will:

- Provide services in accordance with professional standards set by HMRC
- Assign you a dedicated Relationship Manager
- Provide unlimited support within the scope of your package
- Maintain confidentiality of your information
- Ensure compliance with HMRC requirements
- Process and submit all filings within statutory deadlines

6. Service Modifications

6.1 Upgrading/Downgrading: You may upgrade or downgrade between packages at any time by providing written notice. Changes will take effect from the following billing period.

6.2 Bespoke Packages: If your business requirements exceed standard package parameters, we will provide a custom quote for a Bespoke package.

7. Contract Term and Cancellation

7.1 No Long-Term Contracts: We do not require long-term commitments. You may cancel our services at any time.

7.2 Cancellation Process: Either party may terminate this agreement by providing written notice. Upon termination, you remain responsible for payment of all fees up to the termination date and for any work in progress.

7.3 Outstanding Work: We will complete any statutory filings already in progress at the time of termination, subject to payment of fees.

8. Limitation of Liability

8.1 Service Scope: Our liability is limited to the services explicitly agreed in your package. We are not liable for decisions made based on information or advice we provide.

8.2 Third-Party Reliance: Documents we prepare are for your exclusive use and to meet statutory requirements. They should not be shown to third parties without our prior consent. We accept no liability to third parties.

8.3 Client Information: We are not liable for errors or omissions resulting from incomplete, inaccurate, or late information provided by you.

9. Anti-Money Laundering Compliance

9.1 Legal Obligations: We must comply with the Proceeds of Crime Act 2002, Terrorism Act 2000, and Money Laundering Regulations 2017.

9.2 Identity Verification: We may require satisfactory evidence of your identity and that of beneficial owners before accepting or continuing our engagement.

9.3 Suspicious Activity Reporting: If we suspect any connection to criminal property or activity, we are legally obliged to report this to the National Crime Agency without informing you.

9.4 Disclaimer: We are not liable for any loss suffered due to our compliance with anti-money laundering legislation.

10. Data Protection and Privacy

10.1 Data Processing: We process your personal data in accordance with the Data Protection Act 2018 and GDPR. Please refer to our Privacy Policy for detailed information.

10.2 Secure Communications: We communicate via secure methods including encrypted email, cloud-based software (Dropbox, QuickBooks), and sealed postal mail.

10.3 International Processing: Some work may be performed outside the UK. We ensure all such activities comply with applicable laws and confidentiality requirements.

11. Professional Standards

We adhere to the ethical guidelines of HMRC and maintain professional indemnity insurance.

12. Document Retention

We will retain your documents for seven years unless you request otherwise in writing. Documents older than seven years may be destroyed unless they are of continuing significance.

13. Client Money

We do not ordinarily hold client money. All payments to HMRC or other third parties should be made directly by you.

14. Complaints and Disputes

14.1 Customer Service: If you are dissatisfied with our service, please contact us immediately. We will investigate all complaints promptly and work to resolve any issues.

14.2 Governing Law: These Terms are governed by English law. The Courts of England have exclusive jurisdiction over any disputes arising from these Terms.

15. Changes to Terms

We may update these Terms from time to time. Any changes will be communicated to you in writing and will take effect from the date specified in the notice.

16. Entire Agreement

These Terms, together with our Privacy Policy, Data Retention Policy, and Cancellation Policy, constitute the entire agreement between you and Number One Accounting.

17. Contact Information

For questions about these Terms, please contact us using the details provided on our Contact page.

By engaging our services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.

Effective Date: 1st November 2025