

x-vat

vatman tech

terms & conditions

feb 2019

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Services

X-VAT Ltd (“the company”) shall provide a technical and advisory VAT annual subscription service to the client (“the client”).

Personnel

The company shall employ suitably qualified or experienced staff to provide the services.

Scope of the Contract

The service shall comprise:

- unlimited email queries for the period of the subscription
- unlimited telephone queries for the period of the subscription
- VAT updates
- VAT alerts

A query is defined as any client enquiry or question which can be answered or resolved within 15 minutes.

If the client enquiry or question cannot be answered within 15 minutes, it will be referred to the client with a quotation for completion of the service.

For the avoidance of doubt, no additional charges shall be incurred without the express consent of the client.

Charges

The charge for the annual subscription service shall be £300.00 plus VAT per annum (subject to any special offers or discounts).

The charge for the annual subscription service shall be payable on acceptance.

The company rate for consultancy (outside the terms of vatman tech) is £150.00 plus VAT per hour.

Termination

The annual subscription service may be cancelled at any time by either party on one calendar month’s written notice (including by email).

On cancellation by the company any unused balance of the annual subscription service will be refunded subject to a £60.00 plus VAT cancellation fee.

On cancellation by the client no refund shall be payable.

Performance

The company shall aim to answer or resolve queries within 48 hours.

The company shall act in good faith and with due care and attention at all times.

For the avoidance of doubt where the company relies on third party advice any advice to the client will be treated as advice by the company.

Confidentiality

The company shall treat any advice or communications with the client as confidential except where the client gives express consent to disclose information.

Insurance

The company warrants that it has adequate professional indemnity and public liability insurance.

Jurisdiction

This contract is governed by the law of Scotland.

Variations

The terms of the contract may be varied by agreement of the company and the client.

Assignment

The consent of the client is required before the company can assign or sublet rights or obligations under this contract to a third party.

Disputes

In the event of any unsatisfactory performance by the company the client should contact Martin Kaney, Director at mkaney@x-vat.com

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