
TERMS & CONDITIONS

1. Definitions

In these Terms and Conditions:

- **"We," "Us," and "Our"** refer to Global Accountancy and Taxation Solutions Ltd (trading as 'GO Tax Refunds'), a company registered in England and Wales (Company number: 12082480), with a registered office at **Unit 1 Astra Centre, Edinburgh Way, Harlow, Essex, CM20 2BN**.
- **"You" and "Your"** refer to the individual using our services, including those provided via our website, <https://globaluk.co.uk/accountancy>, requiring the submission of personal information.

2. Our Services

We provide Tax Refund services and Self – Assessment Tax Returns to HMRC on your behalf to claim any tax relief that may be due.

2.1 Submission of Self-Assessment Tax Returns

We will assess, calculate, complete, and submit the necessary tax return forms to HMRC based on the information you provide via online forms, telephone calls, emails, and text messages. If a tax liability arises instead of a refund, we will notify you of the amount due and its deadline.

2.2 Handling HMRC Enquiries

If HMRC initiates an enquiry into your tax return, we will collect the necessary information and respond on your behalf until the matter is resolved. This service is free for returns we have submitted. You must not liaise directly with HMRC; otherwise, our guarantee will not apply.

2.3 Tax Code Adjustments

If you receive a Tax Refund through our service, we'll contact HMRC to check and update your tax code. We do this because HMRC may automatically change your tax code to include any job expenses for which you have previously claimed. This change assumes that your travel and subsistence costs will continue to stay exactly the same. As you may have a varied workplace and work pattern, we will remove any job expenses that HMRC add into your tax code as part of our aftercare service. This will prevent you paying too little tax if your circumstances change. If you'd prefer us not to contact HMRC to remove these expenses, please let us know. However, please be aware that if you decide to keep the expenses in your tax code, HMRC will expect you to justify them each year.

3. Our Obligations

3.1 Processing Your Claim

We aim to process claims within **6 to 12 weeks**, though delays due to HMRC security checks may extend this timeframe.

3.2 Late Filing Penalties

If your self-assessment is late due to our error, we will appeal the penalty and cover any fines if necessary.

3.3 Compliance and Standards

We maintain high professional standards and reserve the right to decline service if it compromises compliance.

3.4 Accuracy of Information

We rely on the accuracy of the information you provide and are not responsible for incorrect submissions caused by incomplete or inaccurate data.

3.5 HMRC Delays

We are not responsible for refund delays caused by HMRC's processing procedures.

3.6 Ongoing Refunds

Our services are provided on an ongoing basis each year. We will contact you every year to see if you wish to continue with our Tax Refund or Tax Return services. If you no longer wish us to do so, please let us know by responding to our email. The contract will end immediately.

3.7 Tax Relief Claims

You may claim tax relief on:

- Work-related travel
- Uniforms and tools
- Professional fees
- Work-related overnight expenses

3.8 Claim Deadlines

You can claim tax relief for the past four tax years, covering:

- Year ending 5th April 2022
- Year ending 5th April 2023
- Year ending 5th April 2024
- Year ending 5th April 2025

4. Your Obligations

4.1 Cooperation

You must cooperate with us to enable efficient service delivery.

4.2 Providing Accurate Information

You must provide complete and truthful information, including all sources of income and work-related expenses.

4.3 Record-Keeping

You must maintain records such as receipts, bank statements, P60s, payslips, and job logs to support your claim.

4.4 Responsibility for Incorrect Claims

If an incorrect claim results in HMRC requesting repayment, you are liable for the repayment amount and our service fee.

4.5 Financial Standing

You must not have outstanding HMRC debts, be bankrupt, or under an Individual Voluntary Arrangement (IVA).

5. Fees

5.1 Payment Structure

Our fees are deducted from your refund. If no refund is due, you must pay before submission.

5.2 Standard Fees

- Tax Refund for Employees (PAYE) : 30% of the claim value + VAT (minimum £100 + VAT).
- Self-Employed, Property, or CIS Returns: £200 + VAT (standard).
- Marriage claims : the standard pricing is 30% + £150, plus VAT, where due on any refund payment HMRC send us before passing payment on to you.

The charge is levied on all refunds received from HMRC covered by the claim period (4 previous years) regardless of reason. When entering a claim you agree the payment will be sent to us, when payment is made to us we will forward the residual balance to you net of our agreed fees.

5.3 Cancellation Fees

- If the return has been submitted, the estimated service fee is payable.
- If HMRC does not send your tax refund to us (for example, because you asked for the refund to be sent to you), we will invoice you for our fees (including any applicable VAT). You will need to pay our fees within 7 days of receipt of our invoice.

6. Refund Handling

6.1 Receiving Payment

We receive refunds on your behalf, deduct our fees, and promptly forward the remaining balance to you via bank transfer.

7. Guarantee

7.1 Coverage

We handle HMRC enquiries free of charge if you provide full and accurate information.

7.2 Exclusions

The guarantee does not apply if:

- Incorrect or incomplete information is provided.
- You fail to provide supporting documents.
- You liaise with HMRC without our approval.
- The claim was not submitted by us.

8. Data Protection and Compliance

8.1 Data Security

We comply with UK Data Protection laws (ICO registration: ZA688001) and store documents securely for 3 years.

8.2 Identity Verification

Under UK Money Laundering Regulations (no. XYML00000175901), we require proof of identity before providing services.

8.3 Communications

We may record and monitor communications for training and quality purposes.

9. Refer a Friend

9.1 Rewards

- £50 each referred friend (Minimum refund amount of £400 after our fees are deducted required).

10. Complaints Procedure

10.1 How to Complain

For complaints, email info@gotaxrefunds.co.uk with your name and contact details. We will respond within **2-10 working days**.

10.2 Escalation

For formal complaints, write to:

Complaints Team

Global Accountancy and Taxation Solutions Ltd

Unit 1 Astra Centre, Edinburgh Road, Harlow, Essex, CM20 2BN

We will acknowledge receipt within **2-10 working days** and issue a formal response within **20 working days**.

11. Your Right to Change Your Mind

11.1 As a consumer, you have the right to change your mind within 14 days from the date we confirm acceptance of your signed authority form (64-8). This period is known as the 'cooling-off' period. However, this right is subject to the conditions outlined below.

11.2 To cancel, you must notify us by phone on **0333 004 5000**.

11.3 If you have already received services before notifying us of your decision to cancel, we will not refund you for the period during which those services were provided.

11.4 If you are eligible for a refund of any fees paid, we will process your refund as soon as possible, and no later than 14 days after receiving your cancellation request. Refunds will be issued via bank transfer to your designated account, and no additional fees will be charged for processing the refund.

11.5 After the 14-day cooling-off period has expired, you may still request to cancel our contract. In such cases, no further work will be carried out on your behalf. However, if we have already submitted a **Tax Refund Claim** on your behalf and have not been able to recover our fees from the resulting refund, you will be responsible for paying our fees for the work completed before your cancellation request.

12. Our Right to Terminate the Contract

We reserve the right to terminate our contract with you and seek any applicable compensation if:

- We determine that we can no longer continue acting on your behalf. This may occur if:
 - We are unable to obtain clear instructions from you.
 - We believe your claim is unlikely to be successful.
 - We reasonably believe you have provided misleading information or instructions.
- You fail to make a required payment, and despite receiving a reminder, you do not pay within 14 days of the due date.

To obtain missing records, contact your employer, log into your Government Gateway, or request a tax history letter from HMRC at **0333 004 5000**.