



Stanley Accounting Professional Corporation

Chartered Professional Accountant

Important information for all our clients

Please read the following carefully:

- We only accept and retain clients who are respectful to our staff, in all instances. Under no circumstances will disrespect be tolerated in our office.
- As a professional accounting practice, we are constantly dealing with deadlines, whether it be filing deadlines, or additional deadlines for various requirements from the CRA and/or the Alberta governments on behalf of our clients. Please understand, that sometimes delays occur in the completion of files due to hard deadlines that must be met. We appreciate your patience in this matter. We assure you that we will get your file completed in a timely and professional manner.
- Once work begins on your file, we expect prompt replies to requests for information and documents. We require all your necessary documentation and information up front. However, we realize this is not always possible. When we request additional documentation, information, explanations, and details, please provide them promptly and fully. Delays in providing this information will delay the completion of your return and may result in additional costs to you.
- Please expect a 48-hour response time to email or phone requests.
- If you require more immediate assistance, please contact administration at **403-241-2030** or email info@stanleyaccounting.ca
- If you are contacted by the CRA for information or documentation and would like us to deal with this on your behalf, please ensure you provide us with enough time to deal with such requests and provide us with whatever information or documents you feel we may require. If there is anything else needed, or if we have sufficient information and documentation on hand, we will let you know. Please don't wait until the deadline is approaching/passed to contact us.
- Our experience has taught us there is no such thing as a quick or simple question when it comes to accounting. Please give us the appropriate time to research the information and respond to you. Keep in mind that there may be a charge for additional work, unless it truly is a quick question, with a quick answer. After all, you are asking for our help because you believe there is value in our accounting expertise.
- All invoices are due upon receipt. Note that interest charges of 2% per month are payable after 30 days. If you contract us to complete work for you, it is expected that you will pay for our services when the work is completed.
- A deposit/retainer will be required up front for various services. There can be a large outlay of costs prior to work being invoiced. This helps reduce risk and cover initial costs while working on files.
- All invoices are non-negotiable. Our billing is fair and in line with current accounting professional practices in Calgary. As a professional accounting practice, our work and expertise are of value and benefit to our clients. Non-professional accountants likely do not have the same level of education, experience, and knowledge, nor are they required to follow professional guidelines set up by the CRA and CPA Canada. Please keep in mind that saving money does not always mean that the work has been completed correctly. Mistakes made in accounting can lead to additional costs (in penalties, interest, and rework on your file), complications, delays, and possible audits by the CRA.
- We strive to provide great customer service, however tight deadlines and extremely busy periods throughout the year can lead to occasional errors and miscommunications that we will work hard to correct. We ask you to play your part in clearly communicating with us, providing us with the required information in a timely fashion, and promptly informing us if an error has occurred; giving us the opportunity to correct any issues. If you are happy with our services, refer us to others, and/or review us on Google Reviews.
- We have a reward-based referral program at Stanley Accounting. Please ask for more information.