

Fulfillment Policy for CK Business Consulting & Tax

Effective Date: February 2015

1. Scope of Services

CK Business Consulting and Tax provides professional accounting services, including but not limited to bookkeeping, tax preparation, payroll processing, financial consulting, and audit assistance. Services are rendered per engagement agreements signed with clients.

2. Client Onboarding & Engagement Terms

- All clients must complete an onboarding process, including submitting required documentation and signing an engagement letter.
- Fees, billing procedures, and payment terms will be outlined in the engagement agreement.

3. Service Delivery Timeline

- Standard service completion timelines will be provided based on the type of engagement.
- Expedited services may be available for an additional fee, subject to availability.
- Clients are responsible for submitting required documents promptly to avoid delays.

4. Compliance & Confidentiality

- CK Business Consulting and Tax adheres to all applicable accounting standards (GAAP, IFRS, IRS regulations, etc.).
- Client information is handled with strict confidentiality in compliance with data protection laws such as GDPR and CCPA.

5. Communication & Responsiveness

- Client inquiries will be responded to within 2 business days.
- The firm's preferred communication channels include email, phone, and secure client portals.

6. Revisions & Error Corrections

- Clients may request corrections within 15 days of service completion.

- Errors due to incorrect client-provided information are the client's responsibility and may incur additional charges.
- Errors made by [Firm Name] will be corrected at no additional cost.

7. Client Responsibilities

- Clients must provide accurate and complete information in a timely manner.
- Clients are responsible for meeting tax deadlines and other regulatory requirements unless explicitly covered under our services.

8. Dispute Resolution & Refunds

- Any disputes regarding services must be submitted in writing within 7 days of service completion.
- Refunds or service adjustments will be considered on a case-by-case basis.

9. Termination of Services

- Either party may terminate services with written notice of 15 days.
- Upon termination, clients may request copies of their records, subject to applicable fees.
- CK Business Consulting and Tax reserves the right to discontinue services for non-payment, failure to provide necessary information, or violation of engagement terms.

Contact Information:

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By engaging with CK Business Consulting and Tax, clients agree to the terms outlined in this fulfillment policy.