



Terms of Service

1. The 123sheets.com website, provides software for you to file your own VAT returns and for Agents to do so on behalf of their clients.
2. There are two separate portals, one for single businesses and another for Agents. These have separate login accounts and are not to be confused.
3. Our Website and Customer Service team provide only educational information to help you file your VAT Returns, it does not constitute advice tailored to your specific circumstances. Therefore, we can accept no responsibility for users acting or refraining from acting on



information provided to you in any format by us. Ultimately, we are software providers, and not tax advisers. Should you require tax advice you should approach a suitable qualified practitioner.

4. Your contractual agreement is with 123 Sheets UK Ltd (incorporated in England & Wales, Company Number: 12952264), as a reseller of software owned and controlled by 123 Sheets Ltd, Malta. All contractual obligations (and liabilities) exist solely between you and us (123 Sheets UK Ltd). Our postal address is on our website.
5. 123 Sheets Ltd owns the Trademark of "123 SHEETS", and therefore reserves the right of sole use of that name.
6. From time to time, we may need to update our Terms of Business. Where we do this, we will inform you of any changes. We reserve the right

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to make any changes as we see fit to these terms.

7. Our service to all users is subject to all of these terms. Our services are subject to English law alone and any legal recourse can only be settled through the English courts system.
8. If any such term of this document is found to be wrong or incomplete in any way, it does not invalidate the rest of the terms which are still in force.
9. We are not appointed to act on your behalf with any government authorities, we cannot take responsibility for you not meeting any of your filing deadlines, nor can we take responsibility for the information contained within any filed documents with the authorities.
10. It is your responsibility to meet HM Revenue & Customs' filing deadlines by using our software correctly and entering all data accurately.

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11. You must follow our software guidance and customer support information at all times. We cannot be held responsible for any resultant actions caused by failure to observe or follow our instructions.
12. You must get in touch with us if you have a problem using our software in good time of any filing deadline (at least 24 hours' notice Monday – Friday, adding on office closure days as per clause 13 below, and weekend days).
13. Office closure dates, when support may not be available: Christmas Eve to the first working day of January inclusive. All English bank holidays and Maundy Thursday we are also closed.
14. In the unlikely event that our website is unavailable on a filing deadline day and you are unable to file your return, any HM Revenue & Custom determinations or fines can be avoided by claiming a computer system failure beyond

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your control. This is one of their own exceptive rules to avoid any fines.

15. We will always endeavour to get back to you on any queries you have, no later than the next working day. Typical response times to e-mails is about 10 minutes during normal office hours.
16. You should allow (in the unlikely event) for any down-time on our servers by never leaving the filing of statutory documents to less than 24 hours before any filing deadline. We are not responsible for any actions or inactions caused by your failing to adhere to this clause.
17. After registering for an account, if you still haven't yet paid after three months, we reserve the right to cancel your account, at which point you will lose any data we keep of yours or your clients.
18. Please note that we do not generally offer refunds. This is the industry standard for online

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digital services. The statutory 14-day cooling off period applies only to business-to-consumer sales.

19. Data Protection Policy: please see our separate Data Policy found on our website.