

General information about our services

Andreas Regnskab Aps

Dear Existing and Future Customers!

First of all, we are very pleased that you have contacted us with your enquiry at Andreas Regnskab ApS. Based on our previous experience, we would like to inform you about some practical information that will help us in our cooperation.

If you have received this information from us and subsequently contact us orally or in writing for a service, we will consider that you have understood and accepted the following points as conditions for cooperation.

1. We are very happy to help you with your administration and accounting. When you contact us, you are contacting a company providing administration and accounting services, which works on an hourly or fixed rate depending on the service requested. (See below for pricing) We will collect payment for our services by invoice via bank transfer with a 7-14 day payment term. (Normally, no Mobilepay or cash payment is possible.)
2. It is important to us that your questions are answered quickly, however unfortunately, we cannot answer all calls immediately. The easiest and fastest way to communicate with us is by email. For telephone, internet and face-to-face meetings, please make an appointment via email! (info@andreasregnskab.dk)
Messenger, Viber, Signal, Whatsup, texting, out of hours phone calls etc. are not the forum where we can help. Please do not use these platforms for work related matters!
Inquiries are welcome by email at any time, but we will only be able to respond during working hours. We aim to reply to all emails within 2 working days at the latest.
3. Before we can start serving you, we must ensure that we comply with the Money Laundering Act. This is not because we do not trust you, it is simply our legal obligation as an accountancy firm. If you would like to speed up this process, please email us in advance and we will let you know what information to send us and where! Contact us here: assistant@andreasregnskab.dk
4. For the cooperation, we will also need authorizations from you (e.g. private or company tax page, access to MitID interfaces). We can send you instructions on how to provide these to us. If you already know now that you will need one, please feel free to contact us at assistant@andreasregnskab.dk
5. For a list and description of our accounting services, please feel free to visit our website: www.andreasregnskab.dk

6. You can find a price list of our services here:

- Personal meeting to establish cooperation - free of charge
- Email consultation 200 dkk plus moms for short emails up to 3 questions, above that at an hourly rate (250 dkk)
- Consultations shorter than 30 minutes are offered for 300 dkk plus moms for both corporate and private clients
- Face-to-face meetings on a consultancy basis 450 dkk plus moms/hour

PRICES FOR CORPORATE CLIENTS:

- Ask for a quote for a subscription contract. (We will be able to give you such a quote only after we have studied your accounts, your company and your situation. These are our best prices.)
- If you already have a contract with us, the hourly rates or subscription fees set out in that contract are the applicable hourly rates, and the hourly rates set out therein are the hourly rates for additional services.
- Our contracts include a notice period: usually 3 months for a subscription and 6 months for an hourly contract. We will not be able to derogate from this.
- If you don't have a contract with us and don't want to, our hourly rate is 450 dkk plus moms per hour started for all administration, bookkeeping, consultations, translations, answering official letters, telephone assistance, etc.
- Company opening, closure, modification fee 400 dkk plus moms for an EMV, PMV
- I/S incorporation 900 dkk plus moms, modification, closure 400 dkk plus moms
- Correction of previous bookkeeping - Ask for a quote!
- ApS set up is mostly done through an attorney, but if we have to open it, the fee is 4500 dkk plus moms
- ApS annual report fee if we book the company mid-year 3500 - 4500 dkk depending on complexity
- ApS annual report fee to Skat and Erhvervsstyrelsen (also for Holding) 4500 dkk plus moms if we did not book the company during the year (we can give a discount for ApS + Holding depending on the complexity of the case. Get a quote!)
- Answering questions for the auditor is done at 2000 dkk plus moms per hour by written mediation to the auditor. (If you want a personal meeting with our auditor, please indicate it separately and you will get a quote from him.)
- ApS Closing with a zero-reporting 4500 dkk plus moms
- Moms report from contractor's material without correction 300 dkk plus moms/piece
- Posting of paper accounts (in the absence of digital accounting software) after annual closing - postage + 200 dkk plus moms.

PRICES FOR PRIVATE INDIVIDUALS:

- Submission, review and correction of annual tax return for individuals 400 dkk plus moms (500 dkk / piece)
 - Preparation of annual tax return for EMV, PMV, I/S owners under 300 000 dkk per year of company turnover 500 dkk plus moms (625 dkk / piece)
 - Preparation of annual tax return for EMV, PMV, I/S owners over 300 000 dkk per year turnover 700 dkk plus moms (875 dkk / piece)
 - Preparation of preliminary tax return 400 dkk plus moms (500 dkk / piece)
 - Application for tax card 400 dkk plus moms /person (500 dkk /each)
 - Hourly rate 550 dkk plus moms per hour started for all administration, consultation, translation, answering official letters, telephone assistance, private matters, etc.
7. In any case, the length of time it takes to complete a task depends largely on the state in which the materials are received, and how organised, complete and clear they are. (An advice: If you want to save time, give us the data, papers, files, folders clearly, neatly and completely.)
One more note on how you can save money on bookkeeping: it always takes longer to correct a messed up bookkeeping than to get it right the first time. That's why we don't recommend trying to set up an accounting alone. Leave it to people whose job it is!
8. You can do your bit to make the service cheaper!

Those are the clients we can help most efficiently and quickly:

- a. who send in their material on time
 - b. who have their own digital bookkeeping software (so you don't need to print anything to do the bookkeeping.)
 - c. sends your invoices digitally
 - d. sends their documents in one folder, uploaded to one place (e.g. Drive, Wetransfer, Dropbox, or directly to the appropriate folder in the accounting software, etc.)
 - e. the company has a NemKonto with a bank that can be synchronised with the bookkeeping software
 - f. sells and buys in DKK
 - g. substitutes missing invoices separately and not in bulk with the previous ones
 - h. meets the deadlines set when requesting materials
 - i. does not enter anything into his accounting software other than what we have already agreed and shown him how to do
 - j. he pays his company taxes, contributions and moms regularly
9. When you work with us as a contracted client, we will keep you informed of when important submission deadlines are. And we will also tell you when you need to send us your materials so that we can submit your reports on time. If you miss this deadline, we will be able to provide the service for an additional 30% urgency fee.
10. We regularly send out information on current changes, news, deadlines and informative seminars for business leaders. These letters are written for the benefit of our clients. Therefore, please honor our request to reply to them within a maximum of 1 week.
This will facilitate smoother cooperation. We promise that we will not send such emails every week, only when we want to send out up-to-date information for the benefit of our entrepreneurs.

11. If you feel that we have forgotten to write to you about something, or something we promised we would do, please email us about it so that we can make up for what we have missed! It could be that your company's name has been accidentally left off a list, or lost between two colleagues. Let us know, because it's not that we don't want to deliver what we promised! Contact us here: info@andreasregnskab.dk

12. To avoid inconvenience with the authorities:

As a company director, you must check the company's e-book regularly, because the accountant does not have access to it (unless they give us special authorisation and ask us to check it regularly). If you have a question about a letter you have received in your e-box, please do not hesitate to contact us.

(It is also worth checking your private e-box regularly for similar reasons.)

13. Based on past experience, we would like to note:

As a sole trader, it is your responsibility to ensure that your B-skat is properly set up and paid for. But if you are not satisfied with the setup or have questions about the payment rate, contact us! It's also not something we can check mid-year that you're paying. This is your private tax. But we're happy to help you understand and pay the right amount of your pre-tax mid-year.

14. When you have to pay something to the authorities, we will let you know when and how much you have to pay (e.g. moms or A-skat, ATP, Feriepenge etc.).

It is recommended writing down these dates and amounts, and possibly the payment lines, in a calendar or a system where you don't forget. This way you will not accumulate arrears and will be able to plan for the future better.

15. We aim to provide a service to all our customers within a short timeframe. However, sometimes things get stacked up and we have to prioritise tasks. We have the following order of priorities:

- a. monthly bookings, subscription customers
- b. monthly subscription customers with less frequent bookings (quarterly, half-yearly, annual)
- c. contract customers
- d. unexpected requests from companies
- e. enquiries from individuals

16. There are some tasks where the outcome of the case is not up to us. We try to help in these cases too.

However, you should know that when you come to us with a case like this, we still work on an hourly rate, not a contingency fee. (For example, your debt may not be cancelled after we have called Gældsstyrelsen together, you may have to wait 1.5 hours for the administrator to connect you, your holiday pay may not be paid within two days after you have left the country, you may have to wait a few weeks, etc.)

17. Anyone can get into a difficult situation...

We clearly indicate the payment deadline on our invoices. And we want to receive the value of our services by the deadline. We are sure you also like to have your money in your wallet or bank account on time.

For late payers, we will send a reminder 10 days after the due date, with no reminder fee. A second reminder will be sent 10 days after the first with a reminder fee of DKK 100. For customers

who persistently fail to pay, we will stop providing the service and send the debt for collection in case of loss of communication and unmanageability.

If you would like to avoid the notice fee and the collection procedure, please stay in communication! Even if you cannot pay at the moment. Let us know how you will settle the outstanding debt and when and what your plans are.

18. We reserve the right to request payment in advance in exchange for the service in certain cases. If you refuse to pay in advance, you will not be able to use the service.
19. We strive to do our best in every task we undertake. Our staff are skilled and knowledgeable in the area they are helping you with, and we continuously train them to become even more professional.
If they don't know something, they will go to a more qualified colleague.
Unfortunately, mistakes can happen despite our best intentions, because we are human. In such cases, we will try to correct them as soon as possible, possibly with additional compensation to you on an agreed basis.
20. If you were satisfied with our service, please rate us on Google!
21. If you have a suggestion for improving our service or a complaint you would like to share with us, please email us at assistant@andreasregnskab.dk! We will try to handle this as quickly and smoothly as possible!
22. If you have made a complaint and you are still dissatisfied with the service to the extent that you would like to cancel an invoice that has already been issued, please let us know. The amount you have previously paid for this service will be refunded. This applies to invoices issued up to 1 week before the complaint. In this case, the termination of the cooperation is immediate and final.
23. We try to maintain good business relations with everyone, but sometimes this can be difficult. To avoid serious inconvenience, we reserve the right to decide which customers we are willing to do business with.

Thank you for taking your time to read it!

We look forward to a successful cooperation:

The Andreas Regnskab ApS team