**Service Agreement**

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Rest assured all of clients are backed by our service agreement each year we can be contacted year round for inquires or concerns related to your tax return. Our preferred method of contact is always email or Text as this can insure that you have a written record for reference.

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Your service agreement covers your taxes for all of the following reviews

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* Pre-assessment Review Program
* Processing Review Program
* Request Verification Program
* Refund Examination Program
* Supplementary Examination Program
* Matching Program
* Special Assessments Program

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https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/review-your-tax-return-cra/types-reviews.html

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Under a review which can be random or selected, please note it is the responsibility as listed by the Canada Revenue Agency for the TAXPAYER to provide all requested documents. This includes gathering and delivering all requested documents to the Canada Revenue Agency under the terms listed on your review. Royal Financial will assist in providing you support or clarification for anything that is not understood but Royal Financial is not liable for any information that is not provided to the Cra when requested.

Please be advised for special assessments there is a $50 charge to get all nessicary documentation to the Canada Revenue Agency.

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We have a no refund policy all services are final.

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Please be advised Royal Financial requires a lead time of 2-3 business days for all inquires regarding reviews, and reassessments . If you require urgent immediate advice please contact the Cra customer care @ 1800- 656-5252

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