

Transaction Currency

All transactions take place in U.S. Dollars, except in cases where a barter (exchange of goods and/or services) is agreed to, in which case the value of those things exchanged will be expressed in U.S. Dollars.

Refund and Disputes

Except where expressly provided in a specific contract or engagement letter, all payments to Langley and Associates LLC are nonrefundable. You must report any overcharges or billing disputes to Langley and Associates within 30 (thirty) days of the time in which you became aware, or should have become aware, of the existence of the overcharge or dispute.

Payment Processing & Data Security

All electronic payments are made using a secure https:// connection, and payment processing is handled through the "Third-Party Payment Processor" Stripe (online, in app, digital invoice, telephone, in-person) and/or Clover (digital invoice, telephone, in-person), though this is subject to change without notice. The Third-Party Payment Processors currently accepts certain credit cards as payment options, but these are subject to change without notice. Once transactions are accepted by the Third-Party Payment Processors, they are processed in accordance with their program rules and procedures and Terms of Service. Langley and Associates LLC and the Third-Party Payment Processors are unaffiliated companies and Langley and Associates LLC has no influence on the operations of the Third-Party Payment Processor. Langley and Associates LLC and / or its Representatives shall in no way be held responsible for any losses or damages, direct or indirect, pecuniary or otherwise, resulting from any error or failure on the part of the Third-Party Payment Processors.

All Billing Information is collected by the Third-Party Payment Processor, on their own secured servers. Electronic payment capabilities, invoicing, electronic document storage and transfer, and record-keeping are made available either by the Third-Party Payment Processors directly, and/or through Third-Party Service Providers TaxDome and Intuit (QuickBooks Online), though this is subject to change without notice. Langley and Associates LLC and the Third-Party Service Providers are unaffiliated companies and Langley and Associates LLC has no influence on the operations of the Third-Party Service Providers. Langley and Associates LLC and / or its Representatives shall in no way be held responsible for any losses or damages, direct or indirect, pecuniary or otherwise, resulting from any error or failure on the part of the Third-Party Service Providers. The same also applies to non-financial data that is stored or transmitted through the above providers and services.

When payment is made directly through the Third-Party Payment Processors and/or Third-Party Service Providers, Langley and Associates LLC does not have access to any credit card information, nor can it be responsible for any breach of information caused by faulty programming or malicious users on the servers of the Third-Party Payment Processors and/or Third-Party Service Providers. In regard to in-

person or other payments, except in cases where it is required — such as may be for some automatic recurring payments — Langley and Associates does not retain any credit card information, and the same applies for bank account information, except in cases where it is requested by the client to use it for tax refunds and/or payments. In those excepted cases, such information is securely retained solely for those purposes requested by the client, with consent provided by separate written agreement if not covered by an extant contract and/or engagement letter. Non-financial information will, however, be available to Langley and Associates LLC for invoice-making and record-keeping purposes.

Privacy Policy

Langley and Associates will not disclose any financial, identifying, or other types of sensitive information to any third-party without your express written consent. The only exception to this is in cases where we are compelled by subpoena, court order, or other governmental action pursuant to and in compliance of relevant statute. Communications and conversations between a client and their accountant/tax preparer are not privileged.