

Ledger Pro — Service Level Agreement

Individual — Self■Employed (Form 1040 + Schedule C)

This Service Level Agreement ("SLA") describes the scope, responsibilities, timelines, and terms for the tax package selected below. By paying for the package and providing documents, the client agrees to the terms herein.

Package	Individual — Self■Employed (Form 1040 + Schedule C)
Price Reference	Flat package shown on site (\$583). Built from QBO items: IND-F1040-STD + IND-SCH-C + B

1) Scope of Work

- Prepare and e■file Federal Form 1040 and Schedule C for one business/contractor activity.
- Import and categorize up to 250 transactions from client■provided summary/export (bank/PayPal/square).
- Mileage, home■office, and asset worksheets (up to 5 assets; depreciation schedules as needed).

2) Deliverables

- Draft 1040 + Schedule C PDF for review and approval.
- E■file submission and acceptance confirmation.
- One revision cycle for factual corrections.

3) Timelines & Turnaround

- Standard: 7–10 business days after all documents are received.
- Rush: 2–3 business days (+\$150 to +\$300 depending on volume).
- Clock pauses while awaiting documents/answers.

4) Add■Ons (Priced Separately)

- Additional business activity (extra Schedule C).
- Bookkeeping catch■up (>250 uncategorized transactions).
- Multi■state filing, sales tax, or 1099 preparation for contractors.
- Crypto transaction import, advanced depreciation studies.

5) Exclusions

- Partnerships/S■corps/C■corps; rental real estate (Schedule E).
- Complex R&D; or energy credits; ERC claim prep.

- Audit representation beyond letters.

6) Client Responsibilities

- Provide year-end summaries, access to statements/exports, and asset details.
- Maintain contemporaneous records and substantiate expenses.
- Review and sign the e-file authorization forms promptly.

7) Support & Revisions

- Email support during preparation and for 45 days after e-file.
- One revision cycle included; additional changes billed as add-on.

8) Data Security & Privacy

Ledger Pro maintains reasonable administrative, technical, and physical safeguards for client data. Documents are exchanged via approved secure methods (e.g., Encyro/Google Drive upload, password-protected email attachments where applicable). We do not store payment card data. Client agrees not to transmit SSNs or bank details over unencrypted channels.

9) Fees, Invoicing & Refunds

- Payment due upfront via site link.
- Additional schedules/add-ons are quoted and invoiced prior to work.
- Refunds: prorated after work begins; rush fees non-refundable once scheduling is reserved.

10) Errors & Indemnification

If an error made by Ledger Pro results in IRS/state penalties or interest, we will reimburse up to the amount of the service fee paid for the affected filing. We are not responsible for penalties, interest, or assessments arising from incomplete, late, or inaccurate information supplied by the client, or from changes in tax law after filing.

Acceptance of Terms

Client acceptance occurs upon payment for the package and provision of documents. For questions about this SLA, contact taxes@ledgerpro.net.