



DIRECT DEBIT REQUEST

Request and Authority to debit the account named below to pay

Waterlogic Australia Pty Ltd ABN: 64 126 087 509

ACCOUNTS DEPARTMENT:

PO Box 110, Belmont WA 6984 | Phone: 1300 88 14 14 | Email: accounts@culligan.com.au

Request and Authority to Debit	Business Name: _____ ABN: _____ I / We request that monies due in terms of the payment arrangements covered by this document be drawn by Waterlogic Australia Pty Ltd under this Direct Debit Request arrangement.
Name and address of financial institution at which account is held	Name: _____ Address: _____ _____ City: _____ Postcode: _____
Insert details of CREDIT CARD to be debited	Name on Card: _____ Credit Card Number: — — — — / — — — — / — — — — / — — — — Card Expiry Date: — — / — — (MM / YY) CCV Number: — — — — Card Type: <input type="checkbox"/> Mastercard <input type="checkbox"/> Visa
Insert details of BANK accounts to be debited	Name of Account: _____ BSB Number: — — — / — — — Account Number: — — — — — — — — — —
Fees applicable	<u>We do not pass on any credit card processing fees to our customers.</u>
Acknowledgement	I / We acknowledge that this Direct Debit Request arrangement is governed by the terms of the, "Direct Debit Agreement."
Direct Debit Commencement Date	I / We acknowledge that the nominated date of the direct debit is set as: <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly 1 st <input type="checkbox"/> Monthly 15 th
Insert Your Name, Address and Signature	Name: _____ Position: _____ Address: _____ Signature: _____ Date: _____

Return this signed and completed form to: **Waterlogic Australia Pty Ltd PO Box 110 Belmont WA 6984,**

scan it to accounts@culligan.com.au or fax it to **08 9201 1122.**

Office Use Only	Card ID Number: _____ Billings & contracts input date: _____ Signature: _____ Accounts input date: _____ Signature: _____
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DIRECT DEBIT AGREEMENT

This agreement outlines our service commitment to you, in respect of the Direct Debit Request arrangement made between Waterlogic Australia Pty Ltd and you. It sets out your rights and responsibilities throughout the direct debit process.

Our commitment to you

In terms of the Direct Debit Request arrangement made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount.

- The first drawing under this Direct Debit Agreement will occur on the nominated date.
- Where the direct debit due date falls on a non-business day, it will be debited from your account on the next business day following the scheduled drawing date.
- As per Contract price adjustments will reflect in direct debit drawings.
- We will keep all information about your nominated bank account private and confidential, only to be disclosed at the request of you, the Customer, or your financial institution in connection with a claim made to an alleged incorrect or wrongful debit.
- We will deduct payment due at the due date of your direct debit unless otherwise specified by yourself.
- We reserve the right to cancel the Waterlogic Australia Pty Ltd direct debit agreement if three or more drawings are returned unpaid by your nominated financial institution and to arrange with you an alternative payment method.
- We will cancel your direct debit and notify your financial institution if you are no longer a customer of Waterlogic Australia Pty Ltd.
- If you wish to make any changes to the terms, please send us a notice at accounts@culligan.com.au

Your rights

Changes to the arrangement

If you want to make changes to the Direct Debit Agreement, please send us a notice at accounts@culligan.com.au. Such notice should be received by us at least 10 business days prior to the due date. These changes may include:

- Altering the direct debit bank account details; or
- Stopping an individual direct debit; or
- Cancelling the Direct Debit Request completely. Such notice should be received by us at least 10 business days prior to the due date.

Enquiries

Direct all enquiries to us, rather than to your financial institution, and these should be made at least 20 working days prior to the next scheduled direct debit date. All communication addressed to us should include your Contract number.

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by calling **1300 88 14 14** (Accounts Department) during normal business hours. If you do not receive a satisfactory response from us to your dispute, contact your financial institution [they will ask you to contact us prior to involving them] who will respond to you with an answer to your claim:

- Within 5 business days [for claims lodged within 12 months of the disputed drawing]; or
- Within 30 business days [for claims lodged more than 12 months after the disputed drawing].

You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.

Your commitment to us

Your responsibilities:

- Ensure that bank account information supplied to Waterlogic Australia Pty Ltd is correct by checking it against a recent statement from your financial institution.
- Ensure that your nominated account can accept direct debits [your financial institution can confirm this]. You will be responsible for any fees or charges your financial institution imposes in connection with the direct debit.
- Ensure sufficient funds are available in the nominated bank account to meet a payment on its due date. We reserve the right to cancel the direct debit payment schedule arrangements by your nominated financial institution, and to arrange with you an alternate payment method.
- Advise us if the nominated account is transferred or closed or if your details have changed. Upon finalisation of your customer account with Waterlogic Australia Pty Ltd, all outstanding amounts will be withdrawn from your nominated account in the next payment cycle.

Fees and charges

- If your drawing is returned or dishonoured by your financial institution, we may re-draw after 7 days.
- You are responsible for any fees or charges your financial institution imposes on you in connection with the direct debit.
- If your nominated bank account has insufficient funds to cover a payment, you are responsible for any costs we incur as a consequence of covering payment.

In this agreement, "we" and, "our" refer to Waterlogic Australia Pty Ltd.