



DIRECT DEBIT REQUEST

NEW CUSTOMER FORM

YOUR DETAILS |

Please complete this form using a BLACK PEN, *Indicates a MANDATORY FIELD

Business: Awesome Water Mackay ABN/ACN: 82 748 939 300 100-278-994
Business name: Contact Person:
*Surname *Given Name:
*Mobile #: I authorise Ezidebit to remind me of upcoming debits via SMS.
*Email:
*Address: Tel phone #:
*Suburb: *State: *Postcode:

DEBIT ARRANGEMENT |

Including payment details and associated fees/charges detailed below and/or the total amount billed for the specific period for this and any other subsequent agreements or amendments between me/us and the Business and/or Ezidebit

Once Only Debit On Date: Debit this amount \$
Regular Debits Starting On Date: Debit this amount \$ 10.00
Frequency: Weekly Fortnightly Monthly (Default) 4 weekly
Duration: Continue regular debits until further notice (Minimum of 26 debits)
Until I have paid regular debits

Table with 4 columns: Administration Fee, Bank Account Transaction Fee, Credit Card Transaction Fee, VISA/MasterCard/AMEX/Diners, Paid by Business, Optional SMS 28c Payment Reminder, Paid by Cust

CHOOSE YOUR PAYMENT METHOD

Debit from Credit Card
VISA MasterCard AMEX Diners
Card Number: Expiry date:
Name of Cardholder:

By signing this form, I/We authorise Ezidebit, acting on behalf of the Business, to debit payments from my specified Credit Card above, and I/We acknowledge that Ezidebit will appear as the merchant on my credit card statement.

Debits from Bank, Building Society or Credit Union Account
Financial Institution: Branch:
BSB Number: Account Number:
Account Holder Name:

I/We authorise Ezidebit Pty Ltd CAN 096 902 813 (User ID no 165969, 303909, 301203, 234040, 243072, 428198) to debit my/our account at the Financial Institution above through the Bulk Electronic Clearing System (BECS) in accordance with the Debit Arrangements stated above and this Direct Debit Request and as per the Ezidebit DDR Service Agreement (Ver1.6) provided.

This Authorisation is to remain in force in accordance with the terms and conditions on this Direct Debit Request, provided Ezidebit DDR Service Agreement (Ver1.4) and I/We have read and understand same.

Signature(s) of Nominated Account: PLEASE PRINT & SIGN FORM NOT VALID UNLESS SIGNED Date: DD / MM / YY

MAINTENANCE PLAN APPLICATION

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IDENTIFICATION |

Type of identification provided:

Drivers Licence

Passport

Over 18's Card

Other : _____

Reference number: _____

Expiry Date:

____ / ____ / ____
DD MM YY

Date of Birth :

____ / ____ / ____
DD MM YY

EMPLOYMENT DETAILS |

Employer name: _____

Address: _____

Tel Ph: _____

SPOUSE / PARTNER DETAILS |

First & Last Name: _____

Spouse

Partner

Mobile number: _____

Work Ph: _____

PERSONAL REFERENCE | Relative / close friend NOT residing at the same address

First & Last Name: _____

Relationship: _____

Address: _____

Mobile number: _____

Home Ph: _____

MODEL | This agreement is only valid on the nominated model

Model: _____

Serial #: _____

Signature(s) of
Applicant(s)

Date: _____ / _____ / _____

DD MM YY

By signing this form I/We hereby acknowledge that the information is correct and true and hereby authorise Awesome Water Mackay to verify the information provided as to my/our references and employment.

I/We also acknowledge that I/we have read and understand the Terms & Conditions of the application.

TERMS & CONDITIONS – SERVICE & MAINTENANCE PLAN

ITEM 1 - DESCRIPTION OF PRODUCT & SERVICE

This service and maintenance agreement will provide the customer with a new filter every 6 months as well as a standard service and installation of the new filter. Should a filter be required prior to the 6 months, a customer can request earlier replacement, but no more than 2 filters will be provided over a 12 month period. The customer is expected to do periodical cleaning (recommended every 2 months) of the bowl & float valve to ensure proper operation. The agreement also covers any repairs that might be required on the nominated water cooler over the 12 month period. This does not include accidental or malicious damage to the water cooler, or any misuse of the cooler. In the event that the water cooler is irreparable in the opinion of Awesome Water Mackay, the contract will be terminated with immediate effect. If no filters, services or repairs have been received 6 months prior to this, a pro-rata refund will be allocated to the customer, less \$20 administration fee.

ITEM 2 – DELIVERY

Fees are payable in advance. Fortnightly payments must be up to date before any filter changes or repairs will be undertaken. A waiting period of 3 months applies before any repairs will be attended to. To the discretion of Awesome Water Mackay, a waiver fee may be applied, where immediate service is required.

Awesome Water Mackay will make 3 attempts (text / email / phone) to contact the customer when they are due for the scheduled 6 monthly filter change to arrange for an appointment within their normal business hours. For areas outside of the Mackay Urban Area, the filter change & service will be attended to on our next scheduled run to the specified location. This service agreement is only available to customers who reside in Awesome Water Mackay's service delivery area.

ITEM 3 - COMMENCEMENT AND COMPLETION DATES

The commencement date of this Agreement is the date the first instalment is received by Awesome Water Mackay. Fortnightly payments will continue for a minimum of 12 months, and will renew automatically for the next 12 months unless cancelled as per Item 5.

ITEM 4 - METHOD OF PAYMENT

Fortnightly payments are automatically debited from the nominated account on a day agreed upon by the customer. Direct debits or Visa or MasterCard card can be used for scheduled payments. Dishonoured payments will be resubmitted after 3 days, if no alternative instructions have been received from the customer. If not successful, a double instalment will be processed on the next scheduled payment date. Dishonoured payment fees are applicable and will be for the customer's account. If SMS reminder notification has been selected, the additional fee will be for the customer's account.

ITEM 5 – TERMINATION

Contracts run for a period of 12 months. After each period the applicant has the option to cancel the agreement by giving 14 days written notice. After the initial 12 months the contract can be cancelled at any time with 14 days notice, but not within 3 months of receiving any service. If you cancel the Agreement prior to the initial 12 month contract period or Awesome Water Mackay terminates the Agreement for breach of a term of the Agreement, a termination charge of \$20 will apply which includes any bank fees or charges incurred by dishonoured payments and other reasonable costs in relation to the Agreement.

ITEM 6 - FAILURE TO PAY AN INSTALMENT

In the event you fail to meet 3 consecutive payments detailed in Item 4, the Service Agreement may be terminated at the discretion of Awesome Water Mackay. Any bank fees or charges incurred by dishonoured payments will be charged to the customer and form part of the termination charge where the Service Agreement is cancelled or terminated. If this should occur and the Service Agreement is terminated, the conditions outlined in Item 5 will apply.

ITEM 7 – REVIEW OF FEE'S & CHARGES

Fee's will be reviewed yearly and may be applied with renewal of the contract.

ITEM 8 - GENERAL CONDITIONS

You must ensure that we have your correct contact details and address to enable us to provide service to you. If you move outside our service area, it is your responsibility to inform us thereof. If we are unable to continue to provide this service, the agreement will be cancelled with immediate effect. No refunds will be made, however at the discretion of Awesome Water Mackay credit accumulated may be applied to provide filters only.

Customer Signature _____

Date ____ / ____ / 20____