entire
HUMAN-POWERED TECH

Direct Debit Request and Service Agreement

This is your Direct Debit Request and Service Agreement (DDRSA) with Entire Tech ABN: 52 640 714 049 (Direct Entry ID 314011).

This DDRSA is made between Entire Tech (*us*) and each account holder who signs the DDRSA and if more than one jointly and severally (*you*). It is subject to the Terms & Conditions outlined as attached.

The DDRSA forms part of the Service Summary (SS) which refers to any goods or services listed that *you* have agreed for *us* to supply.

This document explains what your obligations are when undertaking a DDRSA with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference as it forms part of the terms and conditions of your Direct Debit Request and Service Agreement (DDRSA) and Service Summary (SS).

PART A - Your Details

This is your Service Summary.

PART B - Schedule

Payment will be debited on the due date (14th of the month) as stated on your tax invoice.

PART C - Payment amounts

Payment amounts, as stated on your tax invoice, will be debited in full.

Part D - Cheque/Saving Account or Credit Card Authorisation

Payment of your Services Summary can be made by nominating either Cheque/Savings Account or Credit Card.

Please choose 1 (one) of the below options.

☐ I/We request and authorise Entire Tech (314011) to arrange, through its own financial institution, a debit to my nominated account of any amount that Entire Tech (314011) has deemed payable as listed on the Service Summary. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from my account held at the financial institution I have nominated below and will be subject to the terms and conditions of the Direct Debit Request and Service Agreement.

Cheque/Savings Account Details			
Financial Institution			
Branch			
Account Name			
BSB		Account Number	

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have read, understood and agreed to the terms and conditions governing the debit arrangements between you and Entire Tech as set out in this Request and in your Service Summary.

Signature:	Date:
*Signature	*Date:

*If debiting from a joint bank account, both signatures are required.

☐ I/We request Entire Tech to arrange for funds to be debited from my nominated Credit Card according to Part B of the schedule specified above and attached Service Summary.

Credit Card Details																	
Card Number																	
Expiry Date	M	/	Y	Cardholder Name													
Signature								Date									

By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have read, understood and agreed to the terms and conditions governing the debit arrangements between you and Entire Tech as set out in this Request and in your Service Summary.

Signature:	Date:

Authorisation

☐ I/We acknowledge and agree that the monthly fee set out in the Service Summary may vary dependant on adds/ moves/changes which are made at my request during the duration of the month.

☐ I/We understand and agree that any variations to the Service Summary will only be debited from our/my account if a billing advice (invoice) has been sent to the contact nominated in this DDRSA, which specifies the amount payable by us/me to Entire Tech, by the due date.

☐ I/We acknowledge that the service(s) are charged in advance for the month being billed. Any changes or alterations made to the service(s) will be reflected in the following month's invoice.

☐ By signing this declaration, I certify that the details contained within are complete and correct, and acknowledge and agree that:

1. I have read, understood and agree to the Terms and Conditions as attached; and
2. I am duly authorised by the Company to sign this application on its behalf and agree to pay all initial and on-going charges.

Authorisation		
	Signatory 1	*Signatory 2
Signature		
Name		
Company Name		
Position		
Date		

*If debiting from a joint account all signatures are required. If signing for a company, print full name and capacity for whom you are signing i.e. Director.

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Terms & Conditions of Direct Debit Request and Agreement

1. Definitions:
   a) ***account*** means the account specified, held at *your financial institution* from which *we* are authorised to arrange for funds to be debited.
   b) ***agreement*** means this Direct Debit Request and Service Agreement between *you* and *us*.
   c) ***banking day*** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
   d) ***customer number*** is the number indicated on the Service Summary which is assigned to *you* by *us.*
   e) ***debit day*** means the day that payment by *you* to *us* is due.
   f) ***debit payment*** means a particular transaction where a debit is made.
   g) ***direct debit request*** means the Direct Debit Request between *us* and *you*.
   h) ***Service Summary*** is a detailed breakdown of the service(s) (and/or goods) that *you* have agreed for *us* to supply.
   i) ***us*** or ***we*** means Entire Tech (314011), (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.
   j) ***you*** means the customer who has signed or is authorised by other means the *Direct Debit Request*.
   k) ***your financial Institution*** means the financial institution nominated in the Direct Debit Request.

Debiting *your account*

2. By signing a *Direct Debit Request* or providing *us* with valid instruction, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.
3. *We* will only arrange for funds to be debited from *your account* if *we* have sent to the contact nominated by *you* in the *Direct Debit Request*, a *Service Summary* and billing advice (invoice) which specifies the amount payable by *you* to *us* and when it is due.
4. If the *debit day* falls on a day that is not a *banking day*, *we* may direct *your financial institution* to debit *your account* on the following *banking day.* If *you* are unsure about which day *your account* has been or will be debited *you* should ask *your financial institution.*

Amendments by *us*

5. *We* may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least (10) business days written notice.

Amendments by *you*

6. *You* may change*, stop or defer a *debit payment,* or terminate this *Direct Debit Request* by providing *us* with at least (5) business days written notice by:
   Mail: PO Box 4150 Myaree BC W.A 6960
   Email: admin@entire.tech
   Phone 08 6555 1888 (during business hours); or
   by arranging it through *your* own *financial institution*, who would be required to act promptly on *your* instructions.
   *Note: in relation to the above reference to 'change', *your financial institution* may 'change' *your* debit amount only to the extent of advising *us* of *your* new account details.
7. If *you* cancel or terminate this *Direct Debit Request*, the total amounts owed to *us* as per *your Service Summary* must be paid by *you* within 14 days of receipt of billing advice (invoice) and *you* will be charged a payment processing fee (refer to Fees and Charges Table).

Your obligations

8. It is *your* obligation to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.
9. If there are insufficient clear funds in *your account* to allow a *debit payment* on the *debit day:*
   a) *you* may be charged a fee and/or interest by *your financial institution* (please check these fees with *your financial institution);*
   b) *you* will be charged a dishonour fee by *us* (refer to Fees and Charges Table);
   c) *you* must arrange for sufficient cleared funds to be in *your* account within four *banking days* after the original *debit day* so that *we* can re-process the *debit payment;*
   d) if the re-processing fails, *you* must arrange for the total amount owed to *us* to be paid by another method within two *banking days* from the failed re-processing date. *You* will also be charged a late fee at this stage (refer to Fees and Charges Table).
   e) if all of the above payment options fail, *we* may suspend or cancel *your* service(s). If we suspend or cancel *your* service(s) we may charge you a suspension or cancellation fee (in addition to any other fees that may be payable under *your agreement* with *us*). The suspension or cancellation fees chargeable are determined by *us* as the monthly fee multiplied by the month(s) remaining on the contract of services, from the date of suspension or cancellation.
   f) if your service(s) are suspended or cancelled, any total amount owed to *us* by *you* may be referred to a debt collection agency for recovery.
10. It is *your* responsibility to check *your account* statement to verify that the amounts debited by *us* from are correct.
11. It is your responsibility to check with *your financial institution* whether *direct debit* is available from *your account.*
12. It *your* responsibility to check *your account* details *you* have provided to *us* are correct.
13. It is *your* responsibility to check with *your financial institution* if *you* have any queries about how to complete the *Direct Debit Request*.

Dispute

14. If *you* believe that there is an error in *your Service Summary* or there has been an error in *us* debiting *your account*, *you* should notify *us* directly on (08) 6555 1888 and confirm by notice in writing to *us* via email admin@entire.tech as soon as possible so that *we* can resolve *your* query. Alternatively *you* can take it up with *your financial institution* directly.
15. If *we* conclude as a result of our investigations that *your account* has been incorrectly debited, *we* will respond to *your* query by arranging for *your financial institution* to adjust *your account* (including interest and charges) accordingly. *We* will also notify *you* in writing of the amount by which *your account* has been adjusted.
16. If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited, *we* will respond to *your* query by providing *you* with reasons and any evidence/findings in writing.

Privacy

17. *We* will take all reasonable efforts to keep any information of *your account* confidential.
18. *We* will only disclose information that *we* have about *you*:
   a) to the extent specifically required by law; or
   b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim); or
   c) if authorised by the customer.

How to Contact us

19. *You* can contact us directly or *your financial institution*.
20. If *you* wish to contact us for anything related to this *agreement, you* can contact us on the details listed below:
   Phone: 08 6555 1888
   Email: admin@entire.tech
   Mail: PO Box 4150 Myaree BC W.A. 6960
21. All communication addressed to *us* should include your *Customer Number,* located on *your Service Summary.*

Fees and Charges Table	
Non Direct Debit Payment Processing Fee	$5.00 ex GST
Dishonour Fee (charged by *us*)	$10.00 ex GST
Late Fee	$10.00 ex GST

By signing the below, I acknowledge that I have read, understood and agree to the Terms and Conditions outlined above.

Signature		Date	