

Confidential



Direct Debit Request Form

The outstanding balance of your account will be direct debited from your nominated cheque, savings or credit account below according to your trading terms with Richland Brands on the due date advised per invoice.

Please ensure you read the Direct Debit Service Agreement on the following page.

Applicant's Details	
Company Name:	
Billing Address:	
Contact Name:	Account Number (if known):
Email:	Phone:

Payment Options		Complete EITHER Section 1 or Section 2
Option 1 – Details of Bank Account to be Debited		
Name of Financial Institution:		
Address of Financial Institution:		
Account Name:		
BSB Number:		Account Number:

I/We authorise and request Richland Express Pty Limited (trading as Richland Brands) ABN 52 127 488 340, to arrange for any amounts which become payable in relation to the account to be debited from the nominated bank account listed above. I/We agree to the terms of the Direct Debit Request Service Agreement Conditions (on next page).

Option 2 – Details of Credit Card to be Debited	
Credit Card Type (please tick):	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard
CVV:	
Name of Cardholder(s):	
Credit Card No.:	Expiry Date:

I/We authorise and request Richland Express Pty Limited (trading as Richland Brands) ABN 52 127 488 340, to arrange for any amounts which become payable in relation to the account to be debited from credit card listed above. This authority will stand in respect of the specified card and in respect of any card issued to me in renewal or replacement, until I notify Richland Brands of its cancellation. I/We agree to the terms of the Direct Debit Conditions (on next page).

To be Signed by the Account Holder
Authority is required from the Account Holder if payment is taken by another person using the Account Holder's bank account or credit card.

I/We _____ (Account Holder) allow _____ (Store Name) to manage the payments of the Direct Debit, however, we require the person, whom the Account or Credit Card being direct debited from to sign below and authorise this agreement.

Account Holder	
Name:	Position:
Signature:	Date:

Please email your completed Direct Debit Request Form to: Accounts@richlandbrands.com.au or post to: Richland Brands, PO Box 8250, Blacktown NSW 2148

Direct Debit Request Service Agreement

1. Agreement

- 1.1 This Direct Debit Request Service Agreement is to be read in conjunction with the Direct Debit Form (DDR Form) and together they set out the terms of the Direct Debit Request (DDR). By signing the DDR Form, you authorise Richland Brands to arrange for funds payable on your account with Richland Brands to be debited from your nominated bank account or credit card.
- 1.2 At the due date of your bill(s) or another date as agreed between us. This authorisation also enables any changes in those amounts and payment times, to occur automatically (ie you will not need to complete a new DDR Form).
- 1.3 Any new contracted services added to your Richland Brands account will be subject to the existing DDR.

2. Processing Date

- 2.1 If a due date for a debit falls on a weekend of public holiday the debit will be processed on the next business day.

3. Cancellation, Deferral or Variation of the DDR

- 3.1 Upon cancellation of your business with Richland Brands, all DDR's will also be deemed cancelled.
- 3.2 We can vary this Agreement at any time after giving you 14 days written notice of the changes.
- 3.3 You can cancel, vary, defer or suspend the DDR, or stop or suspend an individual debit from taking place under it, by calling our Accounts Department, but this must be arranged within 7 days of the due date of the invoice. If you do not provide us with this notice, we cannot guarantee the direct debit process can be stopped.
- 3.4 If you cancel, vary, defer or suspend your direct debit arrangements, or stop or suspend an individual debit from taking place under it, you must arrange with Richland Brands a suitable alternative payment method for all outstanding fees due.

4. Your Responsibilities

- 4.1 Before you complete the DDR, you should ensure that:
 - (a) your financial institution allows direct debits on your nominated account; and
 - (b) your bank account details you have provided to use are correct.
- 4.2 You must ensure you have sufficient clear funds available in the nominated bank account (if you are paying by direct debit from your bank account) or that you have sufficient credit available on your nominated credit card (if you are paying by credit card) on the due date to permit the payments under the DDR.

- 4.3 You must notify Richland Brands if the nominated account expires, is transferred or closed.
- 4.4 If a debit from your nominated bank account or a charge to your nominated credit card is unsuccessful, we will attempt to debit again twice. If still unsuccessful, we will contact you to arrange alternative payment or further deferral.
- 4.5 If any bank fees are incurred by Richland Brands from a dishonoured direct debit, these fees may be passed on to you of **\$15.00**.
- 4.6 If direct debit is taken from credit card, please note there will be a **0.98% surcharge** per transaction.

5. Dispute

- 5.1 Where you consider that a debit has been initiated incorrectly, you can contact our Accounts Department immediately on (02) 9896 2888 or send an email with details of your dispute to Accounts@richlandbrands.com.au
- 5.2 If, as a result of our investigations, we conclude that your account has been incorrectly debited we will arrange for your financial institution to adjust your account and notify you in writing of the amount by which your account has been adjusted.
- 5.3 If, as a result of our investigations, we conclude that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for these findings.

6. Privacy

- 6.1 Richland Brands will keep information in this DDR about (including your bank account details) confidential, except to the extent necessary to administer your direct debit arrangements.
- 6.2 Richland Brands may be required to disclose information that we have collected as part of your DDR:
 - (a) to the extent specifically required or authorised by law; or
 - (b) for the purpose of this Agreement (including disclosing information in connection with any query or claim); or
 - (c) with your implied or express consent.
- 6.3 If a claim is made on our financial institution in relation to an alleged incorrect or wrongful debit, we may be required to disclose this information to our financial institution.

7. General

- 7.1 This Agreement is governed by the laws of New South Wales.
- 7.2 If any part of this Agreement is unenforceable, the remainder will not be affected.

