

Payment Request Form

Post or Fax back this form to 1300 766 909



ABN 44 154 752 968

PLEASE READ TERMS AND CONDITIONS AND INDICATE BELOW

I agree to terms and conditions I disagree to terms and conditions

Harbour ISP Customer Details (Please insert the name of the customer(s) requesting the Direct Debit)

Customer Name:

Street Address:

Town/Suburb:

Postcode:

Harbour ISP offers 2 payment methods. Please complete the details for the payment method of your choice

Bank/Cheque Account Option

Financial Institution:

Address:

Town/Suburb:

State:

Postcode:

Account Name:

BSB Number:

Account Number:

Signature:

Date: ____/____/____

I/We authorise Harbour IT Pty Limited ACN 096 0934 53 with Direct Debit User System approval to arrange for funds to be debited from my/our account held with the Bank/Financial Institution nominated above.

Credit Card Option

I/We authorise Harbour IT Pty Limited ACN 096 0934 53 to arrange for any amount charged for services provided by Harbour IT Pty Limited, to be debited to the credit card account details below.

Visa Mastercard Amex Diners

Card Number: _____ Expiry: ____/____

Card Holder Name:

Signature:

Date: ____/____/____

Fees / Charges: Credit card fee: Visa & Mastercard 2.2% Amex & Diners 4.4% (min \$1.10)

Our commitment to you

This document outlines our service commitment to you, in respect of the Direct Debit Request (DDR) arrangements made between Harbour IT and you. It sets out your rights, our commitment to you and your responsibilities to us, together with where you should go for assistance.

Initial terms of the arrangement

In terms of the Direct Debit Request arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount for the provision of Harbour IT / ISP services as specified in the agreement as modified from time to time.

Drawing arrangements

If any drawing falls due on a non-business day, it will be debited to your account on the next business day following the scheduled drawing date. We will give you at least 7 days notice via email to your nominated email address when changes to the initial terms of the arrangement are made. This notice will state any changes to the amount, frequency, next drawing date and any other changes to the initial terms. If you wish to discuss any changes to the initial terms, you can contact Harbour IT 1300 366 169 or email hit.accounts@harbourit.com.au

Changes to the arrangement

If you want to make changes to the drawing arrangements, contact us on 1300 366 169. These changes may include deferring the drawing, altering the schedule, stopping an individual debit, suspending the DDR or cancelling the DDR.

Enquiries

Direct all enquiries to us, rather than to your financial institution. These should be made at least 14 working days prior to the next scheduled drawing date. All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing to your nominated account or to resolve any dispute.

Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us by emailing us at hit.accounts@harbourit.com.au. If you do not receive a satisfactory response from us to your dispute, contact your financial institution 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 can not substantiate the reason for the drawing.

Your commitment to us

It is your responsibility to ensure that your nominated account can accept direct debits (your financial institution can confirm this) and that on the drawing date there sufficient cleared funds in the nominated account and that you advise us if the nominated account is transferred or closed. If your drawing is returned or dishonoured by your financial institution (because of insufficient funds or incorrect details provided to us) then a \$20 dishonour fee may be charged to your account. You acknowledge that you have read to terms and conditions of this agreement and are aware excess usage fee's may be charged.