Please fill in the details then scan or take photo & email to accounts@clickpos.com, or
Fax to **03 9676 9444** (outside Australia +61 3 9676 9444)

Direct Debit Authority OR Credit Card (CCDDA).

Your Details

Company Name: | **ClickPOS Login**

Contact Name: | Tel: | Email

Direct Debit Authority

Fill this section if you want to make payments using your bank account eg Cheque or Savings. (for accounts held in Australia only).

I/We request CLICKPOS PTY LTD to arrange for funds to be debited from my/our nominated account.

Financial Institution | Account Name:

Account Number: | **BSB No:**

Auth Signature 1: | Date: / /

Auth Signature 2: | Date: / /

OR

Credit Card Authority

Fill this section if you want to make Payment using your **CREDIT CARD.**

Payments by credit card will incur a card surcharge fee of 1.5%

I request CLICKPOS PTY LTD to arrange for funds to be debited from my nominated credit card.

Card type: ☐ Visa ☐ MasterCard ☐ Bank Card

Credit Card Number: | Exp

Card Holder Name: | Date: | Signature:

Customer Direct Debit Authority Service Agreement

This document outlines our service commitment to you, in respect of the Direct Debit Authority arrangements made between CLICKPOS PTY LTD and you. It sets out your rights, our commitment to you and your responsibilities to us together with where you should go for assistance.

How to Contact us: Enquiries: Direct all enquiries to us, rather than to your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:

Tel: +61 3 9092 5300 Email: accounts@clickpos.com Mail: 215 Rouse Street, Port Melbourne, VIC 3207 AUSTRALIA

Our commitment to you

Initial terms of the arrangement: In terms of the Direct Debit Authority (DDA) arrangements made between us and signed by you, we undertake to periodically debit your nominated account for the agreed amount, as stated on the monthly invoice.

Drawing arrangements: The agreement allows CLICKPOS PTY LTD to charge the nominated account on the following:
- First day of each month, ClickPOS usage (Licence fee, and/or Maintenance fee)
- You will receive a tax invoice via email.
- Any ad-hoc items will be invoiced/notified prior to charge, eg software development, purchase of pos hardware or consumables.

Your rights:

Changes to the arrangement: If you want to make changes to the drawing arrangements, contact us. These changes may include deferring the drawing, or altering the schedule, or stopping an individual debit, or cancelling the DDA completely.

Confidentiality: 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.

Disputes
- If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly by contacting us.
- 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.

Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

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 are 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, we may re-draw on your account after four (4) business days, or contact you to arrange alternate payment. Any transaction fees payable by us in respect of the above may be added to your account.