



## Direct Debit Request (DDR) Service Agreement

This DDR Service Agreement forms part of the terms and conditions of the DDR Authority and should be read in conjunction with the DDR Authority (next page).

### DDR's

DDR's are a convenient payment mechanism and can be arranged for one off payments, ongoing payments, for fixed amounts, or amounts that vary from time to time.

The basis on which the DDR will be processed will be in accordance with:

1. Your software subscription or purchase order, and/or
2. Your on-going upgrade subscription or support charges, and/or
3. Any other chargeable services requested by you or your staff.

### Changing your DDR Authority

We will provide you with 14 days' notice if we wish to change any of the details on which the basis of your DDR Authority is processed (For example, if we change the amount of your DDR).

### Stopping or Cancelling your DDR

You may stop, cancel, alter or defer your DDR at any time by providing at least 14 Business Days written notification to Accounts Dept, Linx Software Pty Ltd at [admin@linxcrm.com](mailto:admin@linxcrm.com). Alternatively you may request a stop or cancellation by contacting your financial institution. In such case an alternate form of payment acceptable to us must be arranged in order for service to continue and to avoid breach of any agreements you may have with us.

### DDR Dispute Resolution

If you wish to dispute any DDR transaction that we have processed you should contact us on the following contact points: Accounts Dept, Linx Software Pty Ltd at [admin@linxcrm.com](mailto:admin@linxcrm.com) or telephone us on +61 (0)7 4945 2732. Alternatively you may dispute a DDR transaction by contacting your Financial Institution.

If we fail to resolve any dispute you raise with us and you wish to make a formal claim you should contact the financial institution that holds your account and lodge with them a DDR Customer Claim form. If you lodge a DDR Customer Claim form with your financial institution they will investigate whether the transaction was authorised by you. If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim. If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

### Non Business Days

If your DDR falls due on a weekend or public holiday we will process it either on the prior working day or the next working day.

### Returned or Dishonoured DDR's

If your DDR is dishonoured or returned unpaid by your financial institution for any reason we reserve the right to discontinue service, cancel software licences and/or charge a \$25 (+gst if applicable) re-processing fee.

### Clear Funds

You should ensure that you have sufficient clear funds in your account to enable the DDR to be honoured by your financial institution.

### Your Records

We will not disclose any details of your DDR to any person or corporation unless we are required to do so by law.

### Your Account

You should be aware that some financial institutions may not allow DDR's to be processed to certain types of accounts. You should check with your financial institution or recent statements to ensure correct details are provided on the DDR Authority.

If you wish to make inquiries about your DDR you can contact us by writing to Accounts Dept, Linx Software Pty Ltd at [admin@linxcrm.com](mailto:admin@linxcrm.com) or telephone us on +61 (0)7 4945 2732.



Please initial & return this page .....



## Direct Debit Request Authority

To:

The Manager  
Linx Software Pty Ltd  
(ACN 083 726 578)  
PO Box 716, Cannonvale  
Qld 4802, Australia  
(the "Debit User")

Date:

Debit User Number: 329145

New Direct Debit Request: ☒

Change of DDR Details: ☐

Cancellation of DDR: ☐

I/We

(Business Name or Surname)

(ABN or Given Names)

authorise and request the Debit User detailed above, to debit my/our account via the Bulk Electronic Clearing System from time to time in accordance with the instructions detailed in the Schedule below and/or on the terms set out on the DDR Service Agreement.

I/We have read and understand the information contained in the DDR Service Agreement.

Signature of Customer:



(If joint account all signatures may be required)

### THE SCHEDULE

Details of Direct Debit Request:

☒ Debit my/our account in accordance with our DDR Service Agreement

#### Details of Account to be Debited:

(Note: Direct Debiting is not available on the full range of accounts. Please refer to your Bank or Financial Institution).

Account Name:

Financial Institution:

Address of Financial Institution:

BSB Number:

Account Number: