

Service Agreement

1. Pay Solutions Pty Ltd (the "Debit User") will debit the Account nominated in the Schedule of this Direct Debit Request as specified.
2. Pay Solutions is acting as a Direct Debit Agent for the Business. Pay Solutions does not provide any goods or services and has no express or implied in regards to the goods and services provided by the Business or the terms and conditions of any agreement with the business.
3. Any alteration to the debiting schedule will be considered subject to the terms and conditions of any agreement between you and the business named overleaf for whom Pay Solutions Pty Ltd acts on behalf of.
4. The Debit User will give not less than 14 days written notice to the customer should it propose to vary the arrangements of this Direct Debit Request.
5. In compliance with the Industry's Direct Debit Claims Process, the Debit User will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. The Debit User will endeavor to resolve this matter within the Industry agreed timeframes. Any disputed debit items resolved in favour of Pay Solutions will incur an administration fee.
6. Pay Solutions will not be held liable for any disputed transactions resulting in the on supply of goods and/or services and all disputes should be directed to the business. Pay Solutions will not be liable for the refund of any funds should a claim be made.
7. The Debit User advises that some Financial Institution accounts do not facilitate direct debits and as such the customer(s) must check with their Financial Institution to ensure the account nominated in The Schedule of this Direct Debit Request enables direct debiting.
8. It is the customer(s) responsibility to ensure at all times there is sufficient cleared funds available, at the due date of the debit drawing, to enable payment from the BSB/Account as nominated in The Schedule of this Direct Debit Request. Direct Debits normally occur overnight, however transactions can take up to two (2) working days depending on your financial institution.
9. Pay Solutions may attempt to re-process any unsuccessful payments as advised by the business.
10. The Debit User advises the debit drawing will be made on the agreed due date as nominated in The Schedule of this Direct Debit Request. When the due date is a closed business day the Debit User will initiate the debit drawing on the next open business date.
11. Where an unpaid debit item is returned by a Financial Institution the customer(s) will be responsible for the debit plus any return fee's and administrative costs incurred by Pay Solutions Pty Ltd.
12. Pay Solutions (Debit User) will not stop or cancel a direct debit without the written authority / request of the business named overleaf for whom Pay Solutions Pty Ltd acts on behalf of.
13. The Debit User agrees to keep confidential all customer(s) records and account details contained in The Schedule of this Direct Debit Request unless authorised to release such information pursuant to a debit item dispute or similar event where the customer(s) has provided prior consent to do so.