

Service Agreement

1. Planet Ozi Pty Ltd will debit the Account nominated in the Schedule of this Direct Debit Request as specified.
2. Any alteration to the debiting schedule will be considered subject to the terms and conditions between you (the customer) and the business (Planet Ozi Pty Ltd).
3. 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.
4. In compliance with the Industry's Direct Debit Claims Process, Planet Ozi Pty Ltd will assist customer(s) disputing any payment amount drawn on the nominated BSB/Account in The Schedule of this Direct Debit Request. Planet Ozi P/L User will endeavor to resolve this matter within the Industry agreed timeframes. Any disputed debit items resolved in favour of Planet Ozi Pty Ltd may incur an administration fee.
6. 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.
7. 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.
8. Planet Ozi Pty Ltd may attempt to re-process any unsuccessful payments without notice.
9. Planet Ozi Pty Ltd 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.
10. 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 Planet Ozi Pty Ltd.
11. Planet Ozi Pty Ltd may cancel this direct debit at any stage without notice
12. Planet Ozi Pty Ltd 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 or as requested by law enforcement agencies.