

Kent Storage Direct Debit Request



To

Client Name

I/we request that moneys due in terms of the service provided as contained in the Storage Contract made between Kent Relocation Group Pty Ltd and me/us, be drawn under the Direct Debit System from my/our account conducted with

Financial Institution

Bank Account Details

BSB -

Account No.

Account Name

Payment Details

Payment Frequency Monthly

I/we acknowledge that this Direct Debit arrangement is governed by the terms of the Client Service Agreement (refer attached) received from:

Kent Relocation Group Direct User ID Number: 357474

Signature

Printed Name

Date

Signature

Printed Name

Date



Kent Relocation Group Pty Ltd
ACN 005 040 200 ABN 54 712 591 719
Trading as Kent Removals & Storage

Member: Australian Furniture Removers Association, Australian International Movers Association, Overseas Moving Network International, FIDI-FAIM Plus, British Association of Removers, International Association of Movers, American Moving & Storage Association, South African International Movers Association, AHRI, Worldwide ERC

13 55 31

Branches Australia-wide

KentRemovalsStorage.com.au

Kent Relocation Group Pty Ltd

Client Service Agreement



Our commitment to you

Drawing arrangements:

- We will provide you with at least 14 days' notice if any terms of the payment arrangement are to change.
- Where the direct debit due date falls on a non-business day, we will draw the amount on the next business day.
- We will deduct payment, to a maximum of the amount due on your customer account, as and when payment is due within our trading terms.
- We will advise you of the amount due and payable on your customer account in the form of an invoice/statement of account no less than 3 days prior to the direct debit date.
- We reserve the right to cancel direct debit drawing arrangement if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.
- We will cancel your direct debit if you are no longer a customer of Kent Relocation Group Pty Ltd.
- We will keep all information about your nominated bank account private and confidential, only to be disclosed at the request of you, the customer, or your financial institution in connection with a claim made to an alleged incorrect or wrongful debit.

Your rights:

- You may terminate your direct debit payment schedule at any time by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 14 business days prior to the due date.
- You may stop a particular payment by giving written notice directly to us, or through your nominated Financial Institution. Notice given to us should be received by us at least 14 business days prior to the due date.
- Where you consider that a drawing has been initiated incorrectly, or there is a discrepancy in a payment amount, please contact us immediately so we can address your query, or lodge a Direct Debit Claim through your nominated Financial Institution.
- If at any time you wish to change your bank account or personal details, please advise us in writing, to reach us at least 14 business days prior to your next payment.

Your commitment to us

Your responsibilities:

- It is your responsibility to ensure the bank account information supplied to us is correct by checking it against a recent statement from your financial institution.
- It is your responsibility to advise us in writing if the bank account, as nominated by you to be debited, is transferred or closed.
- It is your responsibility to ensure that sufficient funds are available in the nominated account to meet a drawing on its due date.
- If you terminate your direct debit payment schedule by notification to your financial institution, it is your responsibility to use your best endeavours to notify us as soon as you can after the cancellation.
- It is your responsibility to arrange with us a suitable alternative payment method if you wish to cancel the Direct Debit Client Service Agreement.
- Upon finalisation of your customer account with us, all outstanding funds will need to be paid by the due date stated on the final invoice.

Fees and charges:

- We will notify you of any return unpaid transactions; and any applicable fee (plus GST) will be raised against your customer account.
- If your nominated bank account has insufficient funds to cover a payment, you are responsible for any cost we incur as a consequence of covering payment.

Definitions:

Us, We or Our means Kent Relocation Group Pty Ltd who you have authorised by signing the Direct Debit Request.

You means the customer who signed the Direct Debit Request.

Your Financial Institution means the financial institution where you hold the account that you have authorised us to arrange to debit.

Direct-debit-client-service-agreement-08.07.20



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