



**DIRECT DEBIT REQUEST SERVICE AGREEMENT**

Between:	Solar Rental Company Pty Ltd (ACN 151 517 609) of 2/65 Stephens Avenue, Torrensville SA 5031	
And:	Name	
	Bank	
	Account Name	
	BSB	
	Account Number	

**1. DEBITING YOUR ACCOUNT**

- (a) By signing the Direct Debit Request (DDR), you authorise Us to debit funds from Your nominated account for any amount payable under this Lease Agreement and any other agreement between You and Us.
- (b) If any payment falls due on a non-business day, it will be debited from Your nominated account on the following business day.
- (c) All enquiries should in the first instance be directed to Us.
- (d) Your records and account details held by Us will be kept confidential, except information required by Our financial institution in the event of a claim or relating to an alleged incorrect or wrongful debit.

**2. CHANGES**

- (a) If You want to request a change to the debit arrangements, you must contact Us at least 14 days prior to the next scheduled debit date. You should contact Us before contacting Your financial institution.
- (b) These requests may include:
  - (i) deferring the debit;
  - (ii) stopping an individual debit;
  - (iii) suspending the DDR; or
  - (iv) cancelling the DDR completely.
- (c) However, as We have relied on Your agreement to honour the DDR, We would be unlikely to agree to a request to change it, unless You provide a reasonable proposal as to how You will make good Your payment obligations under this Lease Agreement.

**3. YOUR OBLIGATIONS**

- (a) It is Your responsibility to:
  - (i) ensure that Your nominated account can accept direct debits, as direct debits is not available on all accounts (Your financial

institution can confirm whether Your account can accept direct debits);

- (ii) check Your nominated account details with your financial institution before completing the DDR;
- (iii) ensure that there are sufficient cleared funds in the nominated account, by the due date, to allow for the debit; and
- (iv) advise Us immediately if the nominated account is transferred or closed.
- (b) If Your debit is returned or dishonoured by Your financial institution, You should contact Us to make suitable arrangements to rectify the non-payment. If no contact is made, We reserve the right to redraw the non-payment plus any applicable liquidated damages and fees payable pursuant to this Lease Agreement at any time at Our discretion.
- (c) If your debit is returned or dishonoured, You will be responsible for paying any varying charges including, but not limited to, taxes, liquidated damages payable pursuant to this Lease Agreement and any other fees and charges.

**4. DISPUTES**

- (a) If You believe there has been an error in your direct debit, you should immediately contact Us during business hours before contacting Your financial institution.
- (b) 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:
  - (i) within 7 business days (for claims lodged within 12 months of the disputed debit); or
  - (ii) within 30 days (for claims lodged more than 12 months after the disputed debit).
- (c) You will receive a refund of the debit amount if We cannot substantiate the reason for the debit.

By signing this Direct Debit Request Service Agreement, I acknowledge having read and understood the terms and conditions contained in this Direct Debit Request Service Agreement.

Signed by the Customer .....

Print Name .....

Date .....

Solar Rental Company's Authorised Officer

Print Name ..... Date.....