



# Jet Interactive Pty Ltd - Direct Debit Terms and Conditions

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## 1. DEFINITIONS:

For the purposes of these Direct Debit Terms and Conditions:

**Agreement** means this direct debit agreement between the customer and Jet Interactive.

**Bank Account** means the account you have nominated in the Direct Debit Request Form or through the Jet Interactive Billing Portal from which you authorise Jet Interactive to arrange for the Debit Payment each month.

**Banking Day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia;

**Charges** means any amounts payable for Services supplied by Jet Interactive as invoiced as well as any fees or charges payable on setup or otherwise under these Direct Debit Terms and Conditions or Jet Interactive General Terms and Conditions.

**Debit Day** means the day nominated by Jet Interactive that payment of the Charges is required to be made by you to Jet Interactive.

**Debit Payment** means the payment deducted by Jet Interactive directly from the Customer's nominated Bank Account or Credit Card.

**Direct Debit Request** means the direct debit request made by the Customer to Jet Interactive by completing the Direct Debit Request Form or by adding payment details via the Jet Interactive Billing Portal.

**Direct Debit Request Form** means the form completed by the Customer authorising Jet Interactive to direct debit the Customer's nominated Bank Account or Credit Card

**Electronically** means by electronic communication to your nominated email address or by marking particulars of changes available on our website.

**Financial Institution** means the financial institution nominated by you in the Direct Debit Request Form.

**Jet Interactive Billing Portal** means the online payment management system at <https://billing.jetinteractive.com.au/> (or such other URL which we may provide from time to time).

**Services** mean the services or products provided to the Customer by Jet Interactive.

## 2. VARIATION TO THESE DIRECT DEBIT TERMS AND CONDITIONS

2.1 We may change these Direct Debit Terms and Conditions at any time and we will notify you of any changes.

2.2 You agree that we may notify you of changes either in writing or electronically.

2.3 You will need to ensure that you access the Web Portal regularly to receive notice of changes.

2.4 Your continued use of the Services after notification of changes to these Direct Debit Terms and Conditions will constitute acceptance of those changes.

## 3. DRAWING ARRANGEMENTS

3.1 Jet interactive will periodically debit the Bank Account or Credit Card for the Charges notified to the client by invoice provided electronically.

3.2 If the Debit Day falls on a day that is not a Banking Day then Jet Interactive may in its discretion direct the Financial Institution to debit the Bank Account on the following Banking Day.

#### 4. CHANGES TO THE DIRECT DEBIT PAYMENT ARRANGEMENTS

- 4.1 If you want to make changes to the Direct Payment arrangements please phone Jet Interactive on 1300 10 13 10.
- 4.2 You will need to advise Jet Interactive in writing if you wish to cancel the Direct Debit Request at least fourteen days before the next Debit Day

#### 5. YOUR OBLIGATIONS

- 5.1 You must ensure that your nominated Bank Account or Credit Card details are correct and that direct debits can be accepted this should be confirmed with the Financial Institution.
- 5.2 You must ensure that on the Debit Day there are sufficient cleared funds in the nominated Account.
- 5.3 You must immediately advise Jet Interactive if the Bank Account or Credit Card is transferred or closed and contact Jet Interactive on 1300 10 13 10 to make alternative Direct Debit payment arrangements.
- 5.4 If a Direct Payment is returned or dishonored by the Financial Institution the following will occur:
- (a) you will be charged a dishonour Fee of \$35.00; and
  - (b) another Direct Payment will be made 3 days later; and
  - (c) a late payment fee may be imposed in accordance with Jet Interactive General Terms and Conditions; and (d) any transaction fees payable by us as a consequence of the return or dishonour will be charged to your account.
- 5.5 If your Direct Payment is returned or dishonored on 3 or more occasions Jet Interactive may suspend or terminate your services one day after notifying you electronically.
- 5.6 Jet Interactive will not be liable to you or any other person for any cost, fees, loss or damages. Whether directly or indirectly arising out of the suspension or termination of the Services under clause 5.5.

#### 6. DISPUTE

- 6.1 If you believe that there has been an error in debiting the Account we encourage you to take the matter up directly with us by contacting Jet Interactive directly on 1300 10 13 10.
- 6.2 If the drawing amount cannot be substantiated or is incorrect Jet Interactive will credit any amounts incorrectly drawn and will notify you in writing or electronically the amount of the adjustment.

#### 7. CONFIDENTIALITY

- 7.1 All personal customer information held by us will be confidential except that information provided to our agents or contractors for the purpose of providing the Services or billing or to our financial institution to initiate the drawing to your nominated account.

If you have any questions or require support during your time with us, our Customer Support team can be reached through the following:

**Support Enquiries:** [support@jetinteractive.com.au](mailto:support@jetinteractive.com.au) - 1300 10 13 10  
**Support Enquiries:** [billing@jetinteractive.com.au](mailto:billing@jetinteractive.com.au) - 1300 78 55 49  
Staffed hours: Monday to Friday 8.30am - 5.30pm