



Filtered Fresh

never pay for bottled water again

NAME:

ADDRESS:

PHONE: (M)

(H)

BEST TIME TO CALL:

EMAIL:

BUSINESS NAME:

POSITION:

BUSINESS ADDRESS:

BUSINESS PHONE:

WHAT WATER SYSTEM ARE YOU CURRENTLY USING AND HOW MUCH \$\$?

WHAT SYSTEM ARE YOU INTERESTED IN: (PLEASE CIRCLE)

**PLUMMED IN
FILTRATION**

FREE STANDING BUBBLERS

UNDER SINK

HOME OF OFFICE

OTHER

WHAT IS THE BEST TIME FOR US TO SET UP A UNIT IN YOUR HOME OR OFFICE?

HOW DID YOU HEAR ABOUT US?



Filtered Fresh
never pay for bottled water again

RENTAL AGREEMENT

Holy Water Pty Ltd (The Distributor)
P.O. Box 18317 Clifford Gardens Q 4350 P: 0406 719 631
All Services Enquiries P: 0429 445 589

A.C.N. - 619 302 699
E: darlingdowns@filteredfresh.com.au

Water Cooler / Filtration Equipment Rentals

Customer: _____
Invoice address: _____
Post code: _____
Ph: _____ Fax: _____ Mobile: _____
Email address: _____
Name of contact: _____ Position: _____

CHILLER DETAILS AND LOCATIONS

No. of Units	Type of Unit	Location of Unit	Services included P/A	\$ per year
			GST @ 10%	\$

Filtered Fresh Darling Downs (The Distributor) supplies, services and maintains the unit included in the price outlined.

We The Customer agree to pay the sum of \$_____ per (Please circle) **Monthly/Quarterly/Yearly** in advance making a total of \$_____ per year in accordance with the Customer agreeing to obtain unit for a 12 month minimum.

Name: _____ Signed by: _____ Date: ____/____/____

PAYMENT OPTIONS

For direct payment our bank details are as follows;

Bank: BOQ
Name: HOLY WATER PTY LTD
BSB: 124-014
Account No: 22610544

Credit Card Payment (Incur 3% bank fees)

Name on Credit Card: _____
Credit Card No: _____
Type: MasterCard / Visa Total Amount \$ _____
Exp. Date: ____/____ CVV: _____
Signature: _____

www.filteredfresh.com.au

- Ph. 0406 719 631 • Email: darlingdowns@filteredfresh.com.au
- PO Box 18317 Clifford Gardens 4350



Holy Water Pty Ltd

ezidebit

ACN 096 902 813 AFSL 315388

DIRECT DEBIT REQUEST

PH: 07 5526 1128

NEW CUSTOMER FORM

YOUR DETAILS | Please complete this form using a BLACK PEN, * Indicates a MANDATORY FIELD

Business: Holy Water Pty Ltd ABN/ACN: 619 302 699 100-493-172

Customer Reference:

*Surname: *Given Name:

*Mobile #:

* Email:

*Address:

*Suburb: *State: *Postcode:

DEBIT ARRANGEMENT | Including payment details and associated fees/charges detailed below and/or the total amount billed for the specified period for this and any other subsequent agreements or amendments between me/us and the Business and/or Ezidebit

Once Only Debit On Date: / / Debit this amount: \$

Regular Debits Starting on Date: / / Debit this amount: \$

Frequency: Weekly Fortnightly Monthly 4 Weekly
(Default)

Duration: Continue regular debits until further notice (Minimum of Debits)
 Until I have paid regular debits

Administration Fee (once only): Paid by Business Bank Account Transaction Fee: Paid by Business Credit Card Transaction Fee: VISA/MasterCard: Paid by Business AMEX/Diners: Paid by Business

CHOOSE YOUR PAYMENT METHOD

Debit from Credit Card

VISA MasterCard AMEX Diners

Card Number: Expiry Date: /

Name of Cardholder: M M / Y Y

By signing this form, I/we authorise Ezidebit, acting on behalf of the Business, to debit payments from my specified Credit Card above, and I/we acknowledge that Ezidebit will appear as the merchant on my credit card statement.

Debit from Bank, Building Society or Credit Union Account

Financial Institution: Branch:

BSB Number: Account Number:

Account Holder Name:

I/We authorise Ezidebit Pty Ltd ACN 096 902 813 (User ID No 165969, 303909, 301203, 234040, 234072, 428198) to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance with the Debit Arrangement stated above and this Direct Debit Request and as per the Ezidebit DDR Service Agreement (Ver 1.8) provided.

This Authorisation is to remain in force in accordance with the terms and conditions on this Direct Debit Request, the provided Ezidebit DDR Service Agreement (Ver 1.8) and I/we have read and understand same. I/We acknowledge that our personal information will be collected, used, held and disclosed in accordance with the Ezidebit Privacy Policy found at <http://www.ezidebit.com.au/privacy-policy/>

Signature(s) of Nominated Account:

Date: / /



ACN 096 902 813 AFSL 315388

DDR SERVICE AGREEMENT (Ver 1.8)

DDR Service Agreement (Ver 1.8)

I/We hereby authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969, 303909, 301203, 234040, 234072, 428198) (herein referred to as "Ezidebit") to make periodic debits on behalf of the "Business" as indicated on the attached Direct Debit Request (herein referred to as "the Business").

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/We have with the Business.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:-

- (1) there is a public or bank holiday on the day of the debit, or any day after the debit date;
 - (2) a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
 - (3) a payment request is received after normal Ezidebit cut off times, being 3:00pm Queensland time, Monday to Friday.
- Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/We acknowledge that I/we will contact the Business if I/we wish to alter or defer any of the debit arrangements.

I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business.

I/We acknowledge that any disputed debit payments will be directed to the Business and/or Ezidebit. If no resolution is forthcoming, I/we agree to contact my/our financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee of up to \$11.90 is payable by me/us to Ezidebit. I/We will also be responsible for any fees and charges applied by my/our financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the Business agree to pay those fees and charges to Ezidebit.

Credit Card Payments

I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit will not be held liable for any disputed transactions resulting in the non supply of goods and/or services and that all disputes will be directed to the Business as Ezidebit is acting only as a Direct Debit Agent for the Business.

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request.

I/We appoint Ezidebit as my/our exclusive agent with regard to the control, management and protection of my/our personal information (relating to the Business and contained in this DDR Service Agreement). I/We irrevocably authorise Ezidebit to take all necessary action (which Ezidebit deems necessary) to protect and/or correct, if required, my/our personal information, including (but not limited to) correcting account numbers and providing such information to relevant third parties and otherwise disclosing or allowing access to my/our personal information to third parties in accordance with the Ezidebit Privacy Policy.

Other than as provided in this Agreement or the Ezidebit Privacy Policy, Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, to be referred to a debt collection agency for the purposes of debt collection or as otherwise required or permitted by law. Ezidebit's Privacy Policy can be found at <http://www.ezidebit.com/au/privacy-policy/>

I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores my/our personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to Ezidebit on my/our written request.

I/We authorise:

- a) Ezidebit to verify and/or correct, if necessary, details of my/our account with my/our financial institution; and
- b) my/our financial institution to release information allowing Ezidebit to verify my/our account details.

Po Box 3327
Newstead, QLD 4006

Ph: (07) 3124 5500 Fax: (07) 3124 5555

DDR Service Agreement (Ver 1.8)

TERMS AND CONDITIONS



Filtered Fresh

never pay for bottled water again

- I/We understand that as per our agreement with Holy Water Pty Ltd ACN 619302699, Trading as Filtered Fresh Toowoomba ABN 80 619 302 699, hereinafter referred to as the "Distributor" will supply, service and maintain the water cooler/s (and/or) filtration unit supplied to the client (customer), hereinafter referred to as the client.
- A service shall be carried out on average every six (6) months for businesses and on average nine (9) to twelve (12) months for homes.
- A lease agreement is a minimum of Twelve (12) months from the beginning of the commence date. An early exit fee of Three (3) months rental will be applicable.
- A service will consist of:
 - A filter change (if required)
 - A full inspection of the cooler (and/or) filtration unit (inside and out).
 - A clean and sterilization (inside and out) of hoses and lines, taps, bottle, straw and lid (as required).
 - An electrical test and tag.
- Services are not limited by the scheduled times allocated. The client may call, email or text to request a "call out" at the expense of the Distributer, in the event that:
 - The cooler has become discoloured as a result of bacteria or sediment.
 - The machine is faulty i.e: taps are broken, leaking or the unit no longer cools/heats.
- I/We understand that the water cooler or filtration unit is the sole property of the distributor and will be treated with all reasonable due care to ensure the quality and reliability of the product. Failure to respect the property could result in additional costs that the client will incur. This may include physical panel damage, electrical damage or the unit being used for anything other than what it was designed for.
- The distributor will record all services and information attained regarding the maintenance of the unit/s. This will create a database to ensure we keep up to date with your service schedule. In the event that the distributor has missed your service, please phone or email us to arrange a suitable time and date. Your service due date information can be found on the test and tag located on the power plug or filter housings. The service due date does not mean the product is defective. The filters we provide are suitable for 12000 LT. However, we recommend a six-month time frame to maintain a better product.
- Whilst it is the distributor's responsibility to maintain your product as per the lease agreement, it is the responsibility of the client to ensure their own health and safety by periodically checking the cooler/s visually and by taste. Should there be any adverse changes, the client must notify the distributor immediately to assess and rectify the issue. Failure to notify is the client's liability.

- The client may move the water cooler on the premises at their own risk. We recommend that the client request the Distributor attend to any relocation of the machine. Removal to another location or change of premises originally installed at, must be done by the distributor only. Failure to notify the distributor could result in a service being missed and may be treated as theft.
- Personal information and intellectual property pertaining to the client and/or the distributor will be treated with confidence and not used without consent.
- If the client is unable to make their payments as per the lease, the client will notify the distributor immediately to discuss options. Every attempt will be made by the distributor to accommodate. Failure to notify or make arrangements could result in the cooler or filtration unit not being serviced or picked up from the premises.
- A minimum of two (2) weeks is preferred when a cooler or filtration unit/s is no longer required. This will allow us sufficient time to collect

PRINT NAME

.....

COMPANY (IF APPLICABLE)

.....

SIGNATURE

.....

Signed

.....

Name

.....

**For and on behalf of Holy Water Pty Ltd CAN 619302699 trading
as Filtered Fresh Toowoomba ABN 80619302699**

DATE