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**Woodrow Properties Pty Ltd ALD (314011)
Direct Debit Request (DDR)**

You may contact us as follows:-

Phone: 07 3356 9860
 Email: alderley@zoomcarwash.com.au
 Mail: Cnr South Pine & Raymont Roads
 Alderley
 Brisbane, QLD, Australia 4051

All communication addressed to us should include your Car Registration.

PART A - Your Details

Car Registration:

Customer Name:

Phone Number:

Email Address:

Address:

State: Postcode:

PART B - Schedule

Date of First Payment: e.g. 13 Apr 2016

Frequency: **Monthly (Minimum 3 Months)**

PART C - Payment Amounts

Regular Amount: Payment Amount for each debit

PART D - Cheque/Savings Account or Credit Card Authorisation

I/We request and authorise Woodrow Properties Pty Ltd ALD (314011) to arrange, through its own financial institution, a debit to your nominated account any amount Woodrow Properties Pty Ltd ALD (314011), has deemed payable by you. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

Financial Institution:

Branch:

Account Name:

BSB No: -

Account Number:

I/We request and authorise acknowledgement. By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and Woodrow Properties Pty Ltd ALD as set out in this Request and in your Direct Debit Request Service Agreement.

Signature: Date:

Signature: Date:

If debiting from a joint bank account, both signatures are required.

OR

I request and authorise Woodrow Properties Pty Ltd ALD to arrange for funds to be debited from my nominated credit card according to the schedule specified above and attached Direct Debit Service Agreement. *American Express/Diners Club not accepted

Credit Card Number:

Expiry Date: MM / YY

Cardholder Name:

Signature: Date:

Completed Application

Return your completed application by mail to:-

Mail: Cnr South Pine & Raymont Roads
Alderley
Brisbane, QLD, Australia 4051

Customer Direct Debit Request (DDR) Service Agreement

This is your Direct Debit Service Agreement with Woodrow Properties Pty Ltd ALD (314011) 67 733 047 917. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

How to Contact Us

Enquiries

You can contact us directly or alternatively contact your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:-

Phone:	07 3356 9860
Email:	alderley@zoomcarwash.com.au
Mail:	Cnr South Pine & Raymont Roads Alderley Brisbane, QLD, Australia 4051

All communication addressed to us should include your Customer Number.

Definitions

account means the account held at *your financial institution* from which *we* are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between *you* and *us*.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by *you* to *us* is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between *us* and *you*.

us or **we** means Woodrow Properties Pty Ltd ALD (314011) *you* have authorised by requesting a *Direct Debit Request*.

you means the customer who has signed or authorised by other means the *Direct Debit Request*.

your financial institution means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

Debiting your account

By signing a *Direct Debit Request* or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your *account*. You should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between us and you.

We will only arrange for funds to be debited from your *account* as authorised in the *Direct Debit Request*.

or

We will only arrange for funds to be debited from your *account* if we have sent to the address nominated by you in the *Direct Debit Request*, a billing advice which specifies the amount payable by you to us and when it is due.

If the *debit day* falls on a day that is not a *banking day*, we may direct your *financial institution* to debit your *account* on the following *banking day*. If you are unsure about which day your *account* has or will be debited you should ask your *financial institution*.

Amendments by us

We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving you at least **fourteen (14) days** written notice.

Amendments by you

You may change, stop or defer a *debit payment*, or terminate this agreement by providing us with at least 7 days notification by writing to:

Cnr South Pine & Raymont Roads
Alderley
Brisbane, QLD, Australia 4051

or

by telephoning us on 07 3356 9860 during business hours;

or

arranging it through your *financial institution*, which is required to act promptly on your instructions.

Your obligations

It is your responsibility to ensure that there are sufficient clear funds available in your *account* to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.

If there are insufficient clear funds in your account to meet a *debit payment*:

- you may be charged a fee and/or interest by your *financial institution*;
- you may also incur fees or charges imposed or incurred by us; and
- you must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in your *account* by an agreed time so that we can process the *debit payment*.

You should check your *account* statement to verify that the amounts debited from your *account* are correct.

Dispute

If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on 07 3356 9860 and confirm that notice in writing with *us* as soon as possible so that we can resolve your query more quickly. Alternatively *you* can take it up directly with *your financial institution*.

If *we* conclude as a result of our investigations that *your account* has been incorrectly debited *we* will respond to *your* query by arranging for *your financial institution* to adjust *your account* (including interest and charges) accordingly. *We* will also notify *you* in writing of the amount by which *your account* has been adjusted.

If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

Accounts

You should check:

- with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- *your account* details which *you* have provided to *us* are correct by checking them against a recent account statement; and
- with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

Confidentiality

We will keep any information (including *your account* details) in your *Direct Debit Request* confidential. *We* will make reasonable efforts to keep any such information that *we* have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that *we* have about *you*:

- to the extent specifically required by law; or
- for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

Notice

If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to

Woodrow Properties Pty Ltd ALD
Cnr South Pine & Raymond Roads
Alderley
Brisbane, QLD, Australia 4051

We will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *Direct Debit Request*.

Any notice will be deemed to have been received on the third *banking day* after posting.

Wash Club Terms and Conditions

Membership is for 1 vehicle registration.
Membership is site specific and can only be used at the site of initial purchase.
For customers using the monthly direct debt service, The first month must be paid upfront and membership fee will be billed automatically to your credit, debit card or nominated bank account on the day corresponding to commencement date each month thereafter until such time as the agreement is finished or terminated by you or Zoom Carwash.
Minimum Monthly Wash Club Membership is 3 months from the date of commencement.
This program cannot be used in conjunction with any other offers, discounts or programs including Zoom Carwash Loyalty Cards.
Membership is not valid for vehicles that cannot fit on the conveyor or ride through the tunnel auto wash.
Wash additions and detailing may be purchased at regular price.
Zoom Carwash reserves the right to close sites due to inclement weather or equipment issues. Zoom Carwash reserves the right to modify or cancel this program or any membership at any time for any reason.
Membership is transferrable upon the purchase of a new vehicle and upon notice to Zoom Carwash.
No refunds or credits will be given for partial periods.
Membership may be cancelled with 2 weeks written notice or via our website zoomcarwash.com.au.
Vehicle may be subject to dirty vehicle surcharges.
All care taken but no responsibility accepted. This includes but is not limited to:
Any non-factory installed items.
Number plates and protectors.
Antennas and UHF aerials.
All plastic attachments.
Damaged paintwork or pin strips.
Scratching caused by hand washing or other car washes.
Glued on parts or signage.
Running boards.
Loose chrome, rubber or plastic moldings.
Emblems, stickers and badges.
Oversized side and rear mirrors.
Damaged side mirrors internally or externally.
Cracked windscreens.
Painted or damaged wheels and plastic rims.
Vehicles excluded from the wash club.
Utes with aluminum or steel trays. Vehicles with side awnings. Vehicles exceeding height limit of 2.1m.
Vehicles with cage racks and other uncommon modifications.

Services Provided in Wash Club

4 RainX Wheels Washes per Month.
Additional RainX Wheel washes may be purchased at \$15 for cars and \$18 for 4WD/Large Vehicles.

I hereby agree to the Terms and Conditions as stated above by Zoom Carwash.

Signature:

Date:

Wash Club Terms and Conditions

Membership is for 1 vehicle registration.
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Membership may be cancelled with 2 weeks written notice or via our website zoomcarwash.com.au. Vehicle may be subject to dirty vehicle surcharges.
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All plastic attachments.
Damaged paintwork or pin strips.
Scratching caused by hand washing or other car washes.
Glued on parts or signage.
Running boards.
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Emblems, stickers and badges.
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Vehicles with cage racks and other uncommon modifications.

Services Provided in Wash Club

4 RainX Washes Wheels per Month.
Additional RainX Wheels washes maybe purchased for \$15 and \$18 for large Vehicles.

I hereby agree to the Terms and Conditions as stated above by Zoom Carwash.

Signature:

Date: