

## Standing Authority Request (SAR)

| Customer Details   |   |
|--|---|
| Customer Number  |   |
| Customer Name  |   |
| ABN  |   |
| Accounts Payable Contact Name  |   |
| Accounts Payable Contact Number  |   |
| Accounts Payable Email Address   |   |
| Credit Card Details  |   |
| Card Type – Surcharges Apply<br>VISA/MasterCard 1.55% AMEX 1.93%   | VISA [ <input type="checkbox"/> ]      MasterCard [ <input type="checkbox"/> ]<br>AMEX [ <input type="checkbox"/> ] |
| Credit Card Number   |   |
| Cardholder Name  |   |
| Expiry Date  |   |
| CVV  |   |
| Cardholder Contact Number  |   |
| Cardholder Email Address   |   |
| By signing below, I/we acknowledge that this Standing Authority arrangement is governed by the terms of the Standing Authority Request Service Agreement (SARSA) as shown on page 2. |   |
| Signature of Cardholder  | Date  |

Please return your completed form via email to [ar@thefruitbox.com.au](mailto:ar@thefruitbox.com.au)

## Standing Authority Request Service Agreement (SARSA)

**1.** By signing the Standing Authority Request, you authorise us to charge your nominated card in accordance with the Agreement.

**2.** As per our payment terms, your outstanding invoice will be charged 14 days after invoicing.

**3.** For all matters relating to the Standing Authority Request, including cancellation, alteration, or suspension of standing authority arrangements or to stop or defer a payment, or to investigate or dispute a previous payment, you should:

(a) Notify us via email to [ar@thefruitbox.com.au](mailto:ar@thefruitbox.com.au)

And

(b) Allow up to 14 days for the amendments to take effect or to respond to a dispute.

If our investigations show that your Account has been incorrectly charged, we will arrange for the Financial Institution to adjust your Account accordingly. We will also notify you in writing of the amount by which your Account has been adjusted. If, following our investigations, we believe on reasonable grounds that your Account has been correctly charged, we will respond to your query by providing you with reasons and copies of any evidence for this finding. If we cannot resolve the matter, you can still refer it to your Financial Institution, which will obtain details from you of the disputed payment and may lodge a claim on your behalf.

**4.** It is your responsibility to ensure that:

(a) sufficient cleared funds are available when the payments are to be charged;

(b) the authorisation to process the invoice is in the same name as the Account signing instruction held by the Financial Institution where the Account is held;

(c) suitable arrangements are made if the nominated card is cancelled:

- by yourself;

- by your Financial Institution; or

- for any other reason.

**5.** For failed transactions, the following procedures or policies will apply:

(a) we treat the payment as if it was never made;

(b) services may be suspended until the outstanding charges are paid; and/or

(c) A fee may be applied for drawings that are returned unpaid. We reserve the right to cancel the Standing Authority Request at any time if charges are rejected by your Financial Institution.

**6.** All Customer records and Account details will be kept private and confidential to be disclosed only at your request or at the request of the Financial Institution in connection with a claim made to correct/investigate an alleged incorrect or wrongful charge or otherwise as required by law.

**7.** If any provision of this SARSA is found to be illegal, void or unenforceable for unfairness or any other reason (for example, if a court or other tribunal or authority declares it so), the remaining provisions of this SARSA will continue to apply to the extent possible as if the void or unenforceable provision had never existed.

### Definitions

Unless otherwise defined, a term defined in the Agreement has the same meaning when used in this SARSA and:

**Account** means the card nominated in the Standing Authority Request, held at your Financial Institution from which we are authorised to arrange for funds to be debited;

**Agreement** means the Terms and Conditions including the Schedules to those Terms and Conditions, as amended from time to time;

**Standing Authority Request** means the Standing Authority Request between us and you as amended from time to time;

**Financial Institution** is the financial institution where you hold the Account nominated in your Standing Authority Request as the Account from which we are authorised to arrange for funds to be charged;

**We** means **The Fruit Box Group Pty Ltd**

**You** means the Customer/s who signed the Standing Authority Request.