

# Direct Debit Terms & Conditions

This Direct Debit Request Service Agreement sets out the terms on which you have authorised us, Earth and Skin Pty Ltd to arrange for payment to be made by deductions from your bank account or credit card through Ezidebit direct debit system.

Your Direct Debit Request authorises us to arrange for payment of the amounts due to Earth and Skin Pty Ltd for the services we provide to you, at the due date as agreed between us.

This Direct Debit agreement entitles you to the agreed treatments over a 12 month period.

You are entitled to one treatment per calendar month. At the end of the calendar month, any unused treatments for that month will be forfeited. Treatments will not be given in advance.

You can upgrade your treatment at any time by paying the difference between your package treatment and the upgraded treatment. Please advise us at the time of booking if you wish to upgrade.

You will be required to confirm and secure your booking 48 hours prior by text message. Cancellations within a 24 hour period will unfortunately result in loss of your treatment credit at the discretion of management.

Direct Debit of your Earth and Skin Pty Ltd services is processed on a fortnightly basis.

If these direct debit dates fall on a public holiday the debit will be processed on the next business day.

We require 30 days written notice to cancel, defer or suspend the Direct Debit Request.

Your agreement is for a minimum 12 month period. If you cancel, vary, defer or suspend your direct debit arrangements, or stop or suspend an individual debit from taking place under it, you must arrange with Earth and Skin Pty Ltd a suitable alternative payment method for all outstanding fees due, and ongoing contractual obligations.

You must ensure you have sufficient cleared funds available in the nominated bank account (if you are paying by direct debit) or that you have sufficient credit available on your nominated credit card (if you are paying by credit card) on the due date to permit the payments under the Direct Debit Request.

If a debit from your nominated bank account or a charge to your nominated credit card is unsuccessful we will attempt to debit again in 3 days. If still unsuccessful, we will contact you to arrange alternative payment or further deferral.

Earth and Skin Pty Ltd reserves the right to change the terms of our direct debit agreement at any time. We will notify you of any changes should this occur.

If any bank or dishonour fees are incurred by Earth and Skin Pty Ltd from a dishonoured direct debit, these fees will be passed on to you.

You must notify Earth and Skin Pty Ltd if the nominated account is transferred or closed.

If you are paying by direct debit from a bank account, please ensure that your financial institution allows direct debits on your nominated account.

Where you consider that a debit has been initiated incorrectly, you can contact us on (07) 5530 7959 or send an email with details of your dispute to [info@earthandskin.com.au](mailto:info@earthandskin.com.au)

Earth and Skin Pty Ltd employs the policy of treating all records and account details relating to this Direct Debit Request as Private. We will keep information about your bank account confidential, except to the extent necessary to administer your direct debit arrangements. If a claim is made on our financial institution in relation to an alleged incorrect or wrongful debit, we may be required to disclose this information to our financial institution.