

# Credit Card Request Service Agreement



**Version 1**  
**August 2023**

Your Credit Card Request Service Agreement with SDL Technology explains your obligations when undertaking a financial arrangement with SDL Technology. It also details SDL Technology's obligations are to you.

You should keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Credit Card Request (CCR).

## Definitions

- Account means the account held at your *financial institution* from which the funds are to be debited.
- Agreement means this Credit Card Request Service Agreement between *you* and SDL Technology.
- Debit Day means the day that your payment to *us* is due.
- Debit Payment means a particular transaction where a debit is made.
- Credit Card Request means the *Credit Card Request* between *us* and *you*.
- **Us** or **We** means SDL Technology, (the Debit User).
- **You** means the customer who has authorised the Credit Card Request.
- **Your** Financial Institution means the financial institution of your credit card.

## Payment

By approving this Credit Card Service Agreement, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to this *agreement* for the terms of the arrangement. We will only arrange for funds to be debited from *your account* as authorised in this service agreement.

Payment is debited within 10 working days from the invoice issue date.

## Variations in Agreement

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

You may change, stop or defer a payment, or terminate this agreement by providing us with at least fourteen (14) days notification by writing to: SDL Technology, 785 Stanley Street, Woolloongabba, QLD 4102 **or** by telephoning us on 07 3137 0665 during business hours **or** arranging it through your own financial institution.

## Your obligations

It is *your* responsibility to ensure that sufficient funds are available in your account to allow a *payment* to be made in accordance with the *Credit Card Service Agreement*. We will continue trying to debit payment from your account daily until successful unless contact is made.

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

- a) *you* may be charged a fee by *us*;
- b) *you* must arrange for the *payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time for the *payment* to be processed.

*You* should check your *account* statement to verify that the correct amounts are debited from your *account*. If SDL Technology is liable to pay goods and services tax ("GST") on a supply related to this *agreement*, then *you* agree to pay SDL Technology on demand an amount equal to the amount payable for the supply inclusive of the prevailing GST rate.

## Dispute

If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on 07 3137 0665 or in writing (email / post) as soon as possible to enable swift resolution of your query. Alternatively, *you* can take it up with your Financial Institution directly to resolve.

If *we* conclude from our investigations that *your account* has been incorrectly debited, *we* will arrange for your *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 *we* conclude from our investigations that *your account* has not been incorrectly debited, *we* will respond by providing *you* with reasons and any evidence for the finding in writing.

## Accounts

*You* should check *your account* details to ensure the information *you* have provided to *us* is correct.

## Confidentiality

*We* take confidentiality seriously. *Your* billing information is collected, used and stored in accordance with the requirements under the Privacy Act 1988 (Cth) and the Australian Privacy Principles, and SDL Technology's Privacy Policy. That policy can be accessed via our website that explains more about what data *we* collect, how it is used and your right to access that data.

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

- a) to the extent specifically required by law; or
- b) 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: SDL Technology, 785 Stanley Street, Woolloongabba, QLD 4102

or

- email [accounts@sdltechnology.com.au](mailto:accounts@sdltechnology.com.au)