

2012 Online Gift Order Form **CASTLE HAMPERS**

Please call 1800 132 132 if you're sending gift hampers to more than one address.

Easier by the week!

7. Gift Order to friends and family

Simply choose any of our hampers & fill out the receiver's address below & we will deliver this great surprise to their home. We'll only keep you updated with all account & delivery details.

First Name _____
Last Name _____

Message (please limit your message to 30 characters)

Unit/Flat # _____ House # _____

Street Name _____

Address 2 _____

Suburb _____

State _____ Postcode _____

Gift Order Details

Code	Description	Size	Qty	Price	TOTAL PRICE
1175	MERRY LITTLE CHRISTMAS EXAMPLE ONLY		01	\$ 200.20	\$ 200.20
				\$	\$
				\$	\$
				\$	\$

Please write your details on the reverse of this form

Add up total order value \$

8. Payment Details / Direct Debit Please debit my bank account as follows:

Thank you for your order!

Date for payments to start ____/____/____

Please put your next pay date so we can work out when to Debit your account.

WEEKLY FORTNIGHTLY MONTHLY Monday Tuesday Wednesday Thursday Friday

We'll write to confirm your payment start date and your payment amount

All Direct Debits are deducted on the evening of the day crossed.

9. Direct Debit Details

- I already have a Direct Debit for Castle Hampers and I haven't cancelled it so I don't need to fill out the form below.
 I have completed and signed the Direct Debit Request below for Castle Hampers and completed Step 8 for Payment Details.

Direct Debit Requests - Service Agreement (This Service Agreement is made between Castle Hampers Pty Ltd and the Customer.)

- General information regarding the details of the debit arrangements between Castle Hampers and the Customer are contained on the Direct Debit Request (DDR) form.
- Castle Hampers will give notice to the Customer if it proposes to vary any of the direct debit arrangements.
- In the event of a Customer requesting a deferment or alteration to the DDR arrangement, such requests must be made to Castle Hampers by telephone no less than 24 hours before the proposed DDR arrangement is to be executed.
- Any requests to stop a DDR arrangement temporarily or cancel a DDR should be made direct to Castle Hampers in the first instance. Castle Hampers will then make the necessary adjustments to the DDR arrangement.
- In the event of a dispute by a Customer in relation to the DDR, the dispute must be made, in the first instance directly to Castle Hampers. Castle Hampers will then respond to a request in writing within 14 days. Castle Hampers will then make the necessary adjustments or take the necessary action to rectify the situation. If the above parties cannot resolve the dispute, the Customer reserves the right to escalate the dispute to the Sponsor Financial Institution.
- Direct debiting through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts.
- The Customer is advised to check account details against a recent bank statement to ascertain if the bank account is available for direct debits. If uncertain, it is advisable to check with the Financial Institution before completing the DDR.
- It is the responsibility of the Customer to have sufficient clear funds available in the relevant account by the due date to permit the payment of debit items initiated in accordance with the relevant DDR.
- In the event that a DDR payment falls on a day, which is not a business day across Australia, the DDR will be processed on the next business day. If it is not a business day in the place of lodgement, but a business day elsewhere, the DDR will be processed on that day. If the Customer is unsure as to when the debit will be processed to the nominated account, they should enquire direct to their Financial Institution.
- When a DDR item is returned as unpaid to Castle Hampers by a Financial Institution, the fees incurred by Castle Hampers will be borne by the Customer. Castle Hampers will not attempt to access a customer's account again under the provisions of the DDR until such time as there is notification to the Customer as to the next DDR attempt.
- Castle Hampers will not divulge any information to any external parties regarding a customer's records and account details without the Customer's prior written consent. However, the Financial Institution may require such information to be provided in connection with a claim made on it relating to an incorrect or wrongful debit.

Customer's Authority

(First and last name of customer(s) giving Direct Debit Request)

Membership No. _____

I/We _____

authorise and request **Castle Hampers Pty Ltd 184013** to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS). This authorisation is to remain in force in accordance with the terms described in the service agreement which I have read and understood. **Castle Hampers DDR Service Agreement**

Signature _____ Date ____/____/____

Signature _____ Date ____/____/____ Some joint accounts may need both signatures

Details of the account to be debited

(All details must be supplied, as they appear on your bank statement)

Name of Bank/Credit Union/Building Society _____

Branch Name _____

Account Name _____

BSB Number ____ - ____ Account Number _____

NOT your ATM Card Number. Please check your bank statements.

Direct Debit Request

Call: 1800 132 132 Fax: 1800 132 001 See above for the Castle Hampers DDR Service Agreement

