

# CREDIT CARD SERVICE AGREEMENT

## Our commitment to you

This document outlines our service commitment to you in respect of the Credit Card arrangements made between Sea Swift Pty Ltd and you. It sets out your rights, our commitment to you and your responsibility to us together with where you should go for assistance.

## Initial terms of the arrangement

In terms of the Credit Card arrangements made between us and signed by you, we undertake to periodically debit your nominated credit card for the provision of product and services charged to your account.

## Drawing arrangements

- Your weekly balance is automatically deducted from your nominated credit card on the Thursday following for the previous weeks invoice.
- No deductions will be taken if freight services are not used.
- We will give you at least 14 days notice when changes to the initial terms of the arrangement are made. This notice will state the change in frequency, drawing date or any other changes to the initial terms.
- If you wish to discuss any changes to the initial terms, please call Account Receivable by phone on 07 4035 1234.

## Your Rights

### Changes to the arrangement

If you want to make changes to the drawing arrangements, contact Accounts Receivable by phone on 07 4035 1234.

### Enquiries

Direct all enquiries to us rather than your financial institution. All communication addressed to us should include your Sea Swift Account No. Enquiries regarding freight costs or disputes should be referred to Customer Service in the Cairns branch.

All personal customer information held by us will be kept confidential except that information provided to our financial institution to initiate the drawing from your credit card.

### Disputes

If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with us immediately by contacting Accounts Receivable on 07 4035 1234. Disputes relating to freight charges should be referred to Customer Service on the same number.

## Your commitment to us

It is your responsibility to ensure that:

- that on the drawing date there is sufficient funds in the nominated credit card. Any account with 3 declined transactions within a 12 month period will be closed and no further credit offered.
- you advise us immediately if the credit card is lost, stolen or cancelled.
- Advise Sea Swift of new expiry dates as they occur
- You must not revoke or cancel this authority whilst any freight charges are outstanding or without giving Sea Swift a minimum of seven days notice
- If your credit card declines three times in a twelve month period the account will be closed and no further credit given.

Accounts not used for a 12 month period could be closed without notification, please check prior to shipping if your account has been inactive for some time.

A maximum credit limit of \$200.00 is allowed on any personal account unless authorised by management. Goods over this amount must be pre-paid prior to freighting. You may authorise Sea Swift to deduct any money over the credit limit immediately on receipt of goods if the freight is over the limit by up to \$80.00. Anything over the amount of \$80.0 must be paid prior to goods being received.

Please complete and return original to



Sea Swift Pty Ltd, PO Box 6755 CAIRNS QLD 4870  
Ph: 40351234 Fax: 40356091 Email:  
remit@seaswift.com.au

## CREDIT CARD AUTHORITY

I / We request Sea Swift Pty Ltd ABN 16 010 889 040 (User ID 313 870) to charge the below credit card for freight services rendered by Sea Swift Pty Ltd to me/us as necessary.

### Personal Details:

Surname: \_\_\_\_\_ Given Name: \_\_\_\_\_

Postal Address: \_\_\_\_\_ Post code: \_\_\_\_\_

Street Address: \_\_\_\_\_ Post code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_ Fax No: \_\_\_\_\_

Email Address: \_\_\_\_\_ Drivers Licence No: \_\_\_\_\_

Persons authorised to use account: \_\_\_\_\_

Credit Limit Required: \_\_\_\_\_ **Maximum offered is \$200.00.** This is the maximum allowed on the account at any one time, any goods over this amount must be pre-paid prior to being delivered to Sea Swift

### Details of your Credit Card to be deducted

Please charge my  Visa Debit  Visa  Mastercard

Credit Card No. \_\_\_\_\_

Expiry Date: \_\_\_\_/\_\_\_\_ Credit Card Limit \$\_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please tick this box to authorised Sea Swift to deduct amounts over the agreed credit limit of up to \$80.00 on Receipt of goods allowing goods to travel and not be held until payment received. Sea Swift will endeavour To contact me of any goods over \$80.0 or will held in the depot whilst awaiting payment.

To process this account we must sight a form of id (drivers licence or 18+ card) and your latest credit card statement. This is to verify your details and prove sufficient funds to cover the credit required.

### Check List

This form completed and signed  Copy of credit card statement  ID

**PLEASE FAX TO 40356091**