



Young Living Essential Oils (Australasia) Pty Ltd
 ABN 94 085 543 979
 PO BOX 548 • SUMNER PARK BC • QLD • 4074
 ORDER ENTRY FAX • (07) 3715 7933 PHONE • (07) 3715 7333
 ENQUIRIES E-MAIL • custserv@youngliving.com.au
 WEBSITE • www.youngliving.com.au
 Visits by appointment • Unit 1/23 Perivale St • Darra

Direct Debits Customer Service Agreement

Our commitment to you and drawing arrangements:

DIRECT DEBITS for AUTOSHIP ORDERS: By enrolling in the Autoship Programme, you agree to place a minimum monthly order of 50 personal points on a fixed date each month. That date will normally not be varied but may be varied occasionally with reasonable notice before the autoship date at your request or by Young Living if necessary. By engaging in this Direct Debit agreement for payment of your autoships, the actual order total of the autoship in the system as at your autoship date will be debited directly to the bank account nominated on this form. Direct Debit will automatically be used as your payment method for autoships. Autoship payments are processed the working day AFTER the autoship date. Please ensure funds are available by your autoship date.

DIRECT DEBITS for NON-AUTOSHIP ORDERS: Once your Direct Debit agreement is in place, you may use Direct Debit as a method of payment for all of YOUR OWN orders, whether autoship or not. Simply advise this to the customer service representative when you place your order and the payment will be effected as a Direct Debit.

We reserve the right to cancel this agreement if two or more drawings are returned as unpaid by your nominated Financial Institution and to arrange with you an alternative payment method. If a drawing is returned as unpaid, you will be required to settle this amount plus an administration fee of \$15 within 2 working days.

We will keep all information pertaining to your nominated account at your financial institution, private & confidential.

Your rights:

You may cease use of Direct Debit as your autoship payment method at any time by giving written notice to us. Such notice should be received by us at least five (5) business days before your autoship date and an alternate permanent method of payment for your autoship given at the same time to retain your autoship enrollment.

You may cancel your Direct Debit payment facility altogether at any time by giving written notice to us. In the case of autoship payments, refer to above.

If you consider that a drawing has been made incorrectly (outside these arrangements), you should take the matter up directly with us, Young Living, immediately, and certainly within ten (10) working days so that we can attend to the matter promptly.

Your commitment to us and responsibilities:

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet the Direct Debit on the processing date. It is best to always ensure cleared cash funds are available by your autoship date, then they will be ready when processing occurs the next working day.

It is your responsibility to ensure that the authorisation given below to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.

It is your responsibility to advise us if the account nominated by you for Young Living's Direct Debits is transferred or closed.

DIRECT DEBIT REQUEST – Please retain a copy for your records.

FIRST NAME _____ LAST NAME _____ MEMBER NUMBER _____

POSTCODE STREET ADDRESS or PO BOX _____

SUBURB _____ STATE _____ PHONE _____

I/WE request that moneys due in respect of monthly autoship orders and any other orders be drawn by Young Living Essential Oils (Australasia) Pty Ltd [User ID 056114] under this Direct Debiting system from my/our account conducted with

_____ [name of financial institution] Branch name _____

BSB (must be 6 digits) Account Number _____

ARE YOU CERTAIN OF THESE DETAILS? If not, please verify with your bank prior to completing/ remitting the form to us. Any incorrect details will result in a new form being required before any processing can occur, and possibly extra fees.

Name in which account is held _____

If this is a joint or business account and two signatures are required, both signatures are required on this form.

Signature/s (1) _____ (2 if required) _____ Date _____

I/WE the above signed acknowledge that this Direct Debiting arrangement is governed by the terms of the above Direct Debits Service Agreement received from you. Ed200603