



Return form to:

Email: accounts@at-your-services.com.au

Fax: 02 8539 7715

At Your Service Billing and Payment Policy

Last Modified: 17 November 2014

At Your Service (Vision At Your Service Pty Limited ABN 51 167 339 595) takes pride in being able to provide our members a high level of service, at a competitive price. We will seek constant feedback from our members on all services to promote continuous improvement.

This Billing and Payment Policy is to ensure a smooth billing and payment process with all our members.

The following steps will take place before a bill is issued to members for payments.

- Our member has engaged us to provide a particular service, the service and price has been agreed.
- We have provided the services agreed to our member (at an agreed time)
- The member has signed the work order confirming the work rendered
- The member has been surveyed by us and is satisfied with our work
- Monthly Statements are issued to our members by the 15 day of the following month which outlines all the services rendered by us for the previous month.
- For members who have signed a Direct Debit Authority Form, unless we are contacted by the member beforehand, we will take funds out of their nominated bank account on the 22nd Day of the month for the total amount payable as shown on the statement.

At Your Service's (Vision At Your Service Pty Limited) preferred method of payment is by direct debit from a member's bank account, if this is not suitable for the member, they have a choice to pay by credit card, or directly paying into our account, by the 22nd day of the month (seven days after statement issued date).

Any enquires in regards to statements issued are to be made either by email to accounts@at-your-service.com.au – Attention: Accounts or by Freecall on 1800 737 838.

We appreciate your co-operation to ensure a smooth and efficient process for our members.



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Should you require clarification on any of the steps outlined above please do not hesitate to contact us.

Please sign below that you have read and understand our Billing and Payment Policy

Name:

Date: