***	REDLAND COMMUNITY	
X	CENTRE	

# HAPPY HAMPER CHRISTMAS CLUB

2019 ORDER FORM

Redland Community Centre Inc ABN 20 407 790 052

Please complete this form in CAPITALS

using BLACK or BLUE pen.

## Call 07 3245 2117

 Scan &

 Send

 Info@redlandcommunitycentre.org

 Web

 Redlandcommunitycentre.org

Post: PO Box 337 Capalaba Qld

Capalaba Qld 4157

For a Gift Order for Family or Friends Tick the BLUE box below.

You can post, scan and email, phone or complete your order online. Mail: Redland Community Centre, PO Box 337, Capalaba Qld 4157		3. Delivery Ad (Use this only address)	ddress / if your delivery address is <b>DIFFERENT</b> to your mailing
1. Your Me (If Apj	ember No. Dicable) HH-	Unit/Flat #	House #
l am a ne	w Member I am an existing member	Street Name	
2. Mailing Add	ress	Address 2	
Salutation	Mrs Ms Miss Mr	State	Postcode
First Name		4. SPECIAL DE	ELIVERY INSTRUCTIONS (ie: Lot No or Leave in Garage)
Last Name			
Date of Birth			
Unit/Flat #	House #		DETAILS (please provide at least 2 types of contact ing an email address and phone number)
Street Name		Telephone ( )	
Address 2		Telephone ( Work)	
Suburb		Mobile	
State	Postcode	Email	

6. Order Details				
	Hamper	Qty	Hamper Price	Total Price
Small	Medium Large		\$	\$,
Small	Medium Large		\$	\$,
Small	Medium Large		\$	\$,
Small	Medium Large		\$	\$
Small	Medium Large		\$	\$
Small	Medium Large		\$	\$
			Total	\$

Add up total order value.

Thank you for your order

## Need Help Ordering? Call 07 3245 2117.

## 7. Is this Order a Gift

For an order which is a gift for family or friends please tick the box below. If ticked, one of our friendly Customer Service team will contact you for the receiver's delivery address information and the message you would like to include.

This order is a gift. Please complete the recipient details on page 3.

## 8. Signature

I am 18 years or over. I have read, understand and accept the Terms and Conditions of Purchase. Signature required. Please print and sign below.

Name:	

Signature \_\_\_\_\_ / \_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Gift Recipient Details (Please complete a separate Order Form for each Gift Recipient)						
Salutation		Mrs		Ms	Miss	Mr
First Name						
Last Name						
Delivery Addr	ess					
Unit/Flat #				House #		
Street Name						
Address 2						
Suburb						
State				Postcode		
Contact Detai	ls					
Phone (Home)	()			Phone (Work)		
Phone (Mobile)				Email		
Message for F	Recipient					
When would you like us to contact the recipient?						
Immedia	itely	At the time of delive	ery	On	//	Other. Please call me.

8. Payment Details		
Date for Payments to Start	/	/

Please put your no Debit your accour						
Frequency of Payments Weekly Fortnightly			y Monthly			
Day of Week you	would like the payment to be with	drawn				
Monday	Tuesday	Wednes	sday	Thurso	day	Friday
All direct debits are Night)	deducted on at midnight of the day tick	ked (ie: if y	vou choose M	londay the pa	yment will com	ne out at Midnight Sunday
Credit Card Details:						
Card Type	Mastercard Visa					
Name on Card						
Card Number:		]		]		]
	Not your ATM Card Number – Must be a Credit Card or Debit Credit Card Number					
Card Expiry						
Signature of Card H	Signature of Card Holder Date Date					

## **Direct Debit Terms and Conditions**

- 1. General information regarding the details of the direct debit arrangements (DDA) between Redland Community Centre and the customer are contained in Section 8. Payment Details of this Order Form.
- 2. Redland Community Centre will give notice to the Customer if it proposes to vary any of the DDA's.
- **3.** In the event of a customer requesting deferment, or alteration to the DDA, such request must be made to Redland Community Centre by telephone by midday 1 business day before the proposed DDA is executed.
- **4.** Any requests to stop a DDA or temporarily cancel a DDA should be made direct to Redland Community Centre in the first instance. Redland Community Centre will then make the necessary adjustments to the DDA arrangement.
- 5. In the event of a dispute by a customer in relation to the DDA, the dispute must be made, in the first instance directly to Redland Community Centre. Redland Community Centre will then respond to a request in writing within 10 business days. Redland Community Centre 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 their Financial Institution.
- 6. 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 DDA.
- 7. 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 debt items initiated in accordance with the DDA.
- 8. In the event that a DDA payment falls on a day, which is not a business day across Australia, the DDA 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 DDA 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.
- 9. When a DDA item is returned as unpaid to Redland Community Centre by a Financial Institution, the fees incurred by Redland Community Centre will be borne by the Customer. Redland Community Centre will not attempt to access a customer's account again under the provisions of the DDA until such time as there is notification to the customer as to the next DDA attempt.
- **10.** Redland Community Centre 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 Bank may require such information to be provided in connection with a claim made on it relating to an incorrect or wrongful debt.

When placing a Hamper order with Redland Community Services, you are agreeing to the following Terms and Conditions.

#### PAYMENTS

#### Payment Start Date

Once you have placed your order, payments via Direct Debit will start on the date you selected. Payments on Public Holidays

Your Direct Debit payment will come out the working day prior to the public holiday. Please note that Redland Community Centre is located in Brisbane, therefore we observe all QLD public holidays.

If you wish to skip a payment that would land on a public holiday, you will need to let us know before Mid-day on the working day prior. Example: Australia Day 2019 observed on Monday 28th January 2019. Therefore, a payment due on that date would be taken on Friday 25th January 2019. If you needed to skip that payment you would let us know by midday Thursday 24th January 2019.

#### **Total Costs and Outlays**

The breakdown of the Hamper Costs are set out below:

	Small Hamper	Medium Hamper	Large Hamper
Initial Admin Fee	\$5.50	\$5.50	\$5.50
Other Service Fees	\$43.00	\$43.00	\$43.00
GST	\$12.90	\$25.80	\$47.30
TOTAL COST TO YOU	\$147.40	\$289.30	\$525.80

Charges may also be added to this cost if you:

- miss a payment (for more information please click <u>here</u>);
- make a late change to your contact details (for more information please click <u>here</u>);
- make a late change to your hamper (for more information please click <u>here</u>);
- miss a delivery, or require delivery outside of the Redland City Council region or to one of the islands located within the Redland City Council region (for more information please click <u>here</u>);
- have an inactive account (for more information click <u>here</u>); and/or
- cancel your subscription outside of the Cooling Off Period (for more information click <u>here</u>).

Adding to, or altering your order may also change the total amount you will need to pay.

#### **Missed Payments**

If you miss a payment we will automatically recalculate and slightly increase your future payments so that your order is fully paid by the Final Payment Date. If several payments are missed, we will reduce your order to make the remaining payments easier. We reserve the right to reduce or cancel your payments should your plan fall too far behind. We are not responsible for your bank charges if payments fail. We will charge an administration fee of \$5.50 if a payment fails.

If you are unable to keep paying, we will reduce your order to the amount you have already paid, and you will still receive products and/or vouchers for Christmas. We are happy to discuss your order at any time. Simply <u>Contact Us</u>.

#### **Stopping a Direct Debit Payment**

If you call us on 07 3124 0264 by midday the working day before your payment is due, we can stop a payment (i.e.: before Friday midday for a Monday payment).

#### HOW TO CHANGE YOUR ORDER

You can change your order any time until the Last Change Date shown below:

2019 Hampers	Last Order Date	Last Change Date	Final Payment
Hamper	1 February 2019	1 September 2019	29 November 2019

Just remember that changing your order can lead to an increase or decrease in your payments. A customer service representative will be more than happy to help you out. To contact us, <u>click here</u> or email us at <u>info@redlandcommunitycentre.org</u>. If you require a change to be made to your order after 1 September, Redland Community Centre reserves the right to charge you an administration fee of \$5.50.

#### **CANCELLATION POLICY**

You may cancel your order at any time prior to the delivery of goods. If you cancel your order within 21 days of the date of your original order confirmation (Cooling Off Period), there will be no cancellation fee. If you miss than more than 2 consecutive payments, we may elect to cancel your Hamper Order. After the Cooling Off Period, Redland Community Centre will charge you a cancellation fee as follows:

- prior to 1 August: 20% of monies paid at the cancellation date (up to a maximum cancellation fee of \$200)
- after 1 August: 50% of monies paid at the cancellation date (up to a maximum cancellation fee of \$500)

#### **PRICING & GST**

Should there be a product change, an appropriate substitution, of comparable value may be made. All prices are inclusive of GST, tax and/or duty where applicable. Should there be any alteration in rates of GST, tax or duty, or any unforeseen product or fuel price increases, Redland Community Centre reserves the right to substitute or adjust hamper contents accordingly to cover the increase.

#### **Administration Fee**

A once-off administration fee of \$5.50 will be charged on initial receipt of your Hamper application.

#### DELIVERY

#### **Delivery – General**

All deliveries are made from mid-November to mid-December, unless stipulated otherwise. We will contact you closer to your delivery time with your delivery details. If you order multiple items, you may receive your items over multiple days. Please note if your Hampers do not contain frozen goods they may be left at your premises if our Courier considers it safe to leave.

While every effort is made to deliver as advised, Redland Community Centre cannot accept any liability for delay due to the customer's failure to complete customer obligations or any other reason beyond the control of Redland Community Centre (and/or its staff). Redland Community Centre does not accept any liability resulting from a contracted party's failure to deliver as advised. Deliveries to islands may incur an on-forwarding freight charge. Should your delivery address change, please inform Redland Community Centre immediately. If a delivery address is changed after the 1 September, Redland Community Centre reserves the right to charge an administration fee of \$5.50.

#### **Delivery - Frozen Goods**

Due to the nature of frozen goods, customers must be home to accept delivery on the day advised or make arrangements with friends or neighbours to accept it for you. We recommend you put frozen products into your freezer as soon as you receive them.

#### **Collection of Hampers**

If you will not be home on the day of delivery then you can also opt to collect the Hamper from IGA Marketplace Cleveland, Cnr Shore Street West and Old Cleveland Road, Cleveland. Please contact Redland Community Centre on 07 3245 2117 if you wish to collect your Hamper from IGA Marketplace Cleveland.

#### **Delivery - Islands**

Should you live on one of the islands inside of the Redland City Council area, we may ask you to collect your hamper from IGA Marketplace Cleveland, Cnr Shore Street West and Old Cleveland Road, Cleveland. If we deliver to the islands, we will charge an extra delivery fee.

#### **Delivery – Change of Address**

Should your delivery address change, please inform Redland Community Centre immediately. If a delivery address is changed after 1 September, Redland Community Centre reserves the right to charge an administration fee of \$5.50.

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#### RETURNS

We will gladly replace items or reimburse you should a product be damaged in transit and in accordance with our legal responsibilities as a merchant (we'll make sure you are happy with your order in time for Christmas). We are unable to accept returns for other reasons such as if you have changed your mind or have made an incorrect choice about the product and no longer wish to keep it.

#### **PRODUCT REPLACEMENT**

We only use brands you know and trust. This ensures they're all top quality. And, we only deal with suppliers who have an established track record of the very highest quality. While we make every effort to supply you with your products, stock and suppliers may change. Redland Community Centre reserves the right, to make substitutions of any products. When this is necessary, we'll ensure that they're of equal or greater retail value.

#### **CREDIT BALANCE**

We reserve the right to deduct a \$5.50 administration fee per annum from any credit balance on an inactive account.

#### DIRECT DEBIT TERMS AND CONDITIONS

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#### OTHER

#### Contract

There will be no contract between Redland Community Centre and a customer until Redland Community Centre issues a notice confirming the customer's order. Each contract is governed by the law of the state or territory in which the customer resides except for residents of the ACT whose contracts will be governed by the law of NSW.

## CONTACT DETAILS

**Redland Community Centre Inc** 

ABN: 20 407 790 052

29 Loraine Street (PO Box 337) Capalaba Qld 4157

Phone: 07 3245 2117 Email: info@redlandcommunitycentre.org

#### How to Complete this Order Form

#### 1. Membership Details

Cross the relevant box and write your Membership Number if you have one.

#### 2. Mailing Address

Complete your personal address details.

#### 3. Delivery Address

Complete the delivery address details if different from the mailing address.

## 4. Special Delivery Instructions

Please provide any special delivery instructions (ie: the lot number / leave with neighbour / call before delivery etc).

#### 5. Contact Details

Please provide at least 2 forms of contact details and please include an email address AND telephone number.

## 6. Hamper Order Details

Write the details of the hampers that you want: Hamper Description, Quantity and Price. Total up your order and write the total amount in the box provided.

## 7. Gift Order to Friends and Family

Cross the box on page 2. Then turn to the Gift Order Form on page 3 to complete the receiver's address details and the message you would like to include. You will need a separate order form for each gift recipient.

## 8. Signature

Print and sign your name and fill in the date.

## 9. Payment Details

Choose your payment start date, payment frequency and payment date.

## 10. How Can I Pay for my Order

By Direct Debit of your Credit Card or Debit Credit Card. (Not your EFTPOS Card).

	Small Hamper	Medium Hamper	Large Hamper
Weekly Cost	\$3.30	\$6.60	\$12.05
Fortnightly Cost	\$6.46	\$12.87	\$23.65
Monthly Cost	\$14.19	\$28.38	\$52.03
Total Cost	\$141.90	\$283.80	\$520.30