

# Payment Policy

Introducing an even **easier**, **safer**, & **faster** form of payment.

DIRECT DEBIT via

## GoCardless

### 1. You'll receive a URL link via text/email.

(Invoices will be charged automatically on the due date. For each invoice, you'll receive 2 email notices: 2-3 days before the transaction and once it's complete.)

### 2. Simply fill out your direct debit information to GoCardless.

*(Only one setup is needed for each restaurant. The email must be from the person who manages the bank account.)*

### 3. Invoice copies will be sent after each invoice is generated on our system.

*(Usually the same day or the day after ordering)*

Bank Statements should show as the following:

🏠 CUSTOMER BANK STATEMENT		
DATE	DESCRIPTION	AMOUNT
04 May	<b>AVOS</b>	
02 May	SUPERMARKET	
02 May	CINEMA	

**Done!**

# Things to Keep in Mind

## List of notifications you may receive via email:

- When you authorize Direct Debit
- If your mandate requires multiple signatures
- When you authorize or are assigned to a subscription/plan
- When your existing subscription is changed or finishes
- Three working days prior to any one-off payment being charged
- When a payment fails
- If a failed payment is retried
- When a payment is cancelled
- When a payment is refunded
- When your mandate is cancelled
- If your mandate is reinstated
- If your mandate fails or expires

**In the occurrence of a Chargeback/Failure fee, an additional \$4.00 will be charged on the next invoice. In order to avoid this fee, please ensure there's a sufficient balance in your account.**

<b>Chargeback / Failure fee</b>	<b>\$4.00</b>
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