



**Customer Service Centre  
open Mon-Fri 8am-10pm,  
Sat-Sun 8am-8pm  
Freephone 0800 100 001  
for help**

You will need to complete this form to establish a direct debit arrangement for payment of the total amount of your order with Innovations. Before you begin, you should:

- Read below for specific conditions relating to notices and disputes. Also refer to additional information overleaf regarding this direct debit arrangement with Innovations.
- Check with your financial institution that your account allows direct debits. Direct debiting through the banking systems' bulk electronic clearing system is not available on all accounts.

**PLEASE COMPLETE ALL AREAS:**

You will find your VIP Number in the address box on the back of your catalogue

**Mobile Phone Number:**

### Email Address

Please provide an email address so that we may be able to notify you regarding your Direct Debit Authority with us

INITIATOR'S  
AUTHORISATION CODE

Name of my account to be debited (acceptor)

0	1	3	3	1	1	7
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Name of Bank

**APPROVED**

3311	02/21
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## Account Details

Please provide your Bank/Branch Number, Account Number & Suffix of Account  
(DO NOT enter your ATM card number here)

BANK

BRANCH

**ACCOUNT NUMBER**

## SUFFIX

From the acceptor to

(my bank)

I authorise you to debit my account with the amounts of direct debits from Homecare Direct Shopping Ltd trading as **Innovations** with the authorisation code specified on this authority in accordance with this authority until further notice.

I agree that this authority is subject to:

- The bank's terms and conditions that relate to my account, and
- The specific terms and conditions listed below.

Please include the following information on my bank statement:

**Authorised Signature/s** PLEASE SIGN HERE

Date \_\_\_\_\_

\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Specific conditions relating to notices and disputes:**

I may ask my bank to reverse a direct debit up to 120 calendar days after the debit if:

- I don't receive a written notice of the amount and date of each direct debit from the initiator, or
- I receive a written notice but the amount or the date of debiting is different from the amount or the date specified on the notice.

The initiator may only send a direct debit if you have:

- asked the initiator to send it, and
- agreed the amount of the direct debit.

The initiator is required to give you a written notice of the amount and date of each direct debit no less than the date of debit.

If the bank dishonours a direct debit but the initiator sends the direct debit again within 5 business days of the dishonour, the initiator is not required to give you a second notice of the amount and date of the direct debit.

# Important information regarding your Direct Debit Request

## 1. Debiting your account:

- (a) By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.
- (b) We will arrange for funds to be debited from your account as authorised in the Direct Debit Request.

## 2. Amendments by you:

- (a) If you change your mind, you may amend or stop a direct debit payment initiated by Innovations under this authority by giving written notice to the Bank prior to the Direct Debit being paid by the bank.

## 3. Your obligations:

- (a) It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Authority.
- (b) Please note, if there are insufficient clear funds in your account to meet a direct payment you may be charged a fee by your financial institution. This will also cause delays in processing your order, in which case, you will be required to arrange for the debit payment to be made or arrange for sufficient clear funds to be in your account for re-billing.
- (c) You should check your account to verify that the amount debited from your account is correct.

## 4. Dispute:

- (a) If you believe that there has been an error in debiting your account, you should notify Innovations and confirm in writing as soon as possible so that we can resolve your query promptly.

## 5. Accounts:

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions.
- (b) your account details which you have provided to us are correct by checking them against a recent account statement.