



Card on File Requirement

If you experience any issues uploading your card, please contact our office on (03) 4416 3895 and press option #3 for Accounts. Our team can manually add your card over the phone. For your security, please do not email card details.

Under \$1,999	Card on file charged within 24 hours of service commencement
\$2,000 – \$4,999	Payment due 5 business days in advance via card on file or invoice
\$5,000 and above	Payment terms to be agreed upon (invoice or card on file)

- All pricing **excludes GST**, unless otherwise specified.
- We use TimelyPay – powered by Stripe – to process payments securely and efficiently.
- Late payments may result in service delays or suspension until the account is brought up to date.
- If a payment fails, it will be reattempted. If unsuccessful, we will contact you to update your payment method.
- Late fees may apply for overdue accounts, and outstanding balances may be referred to a third-party debt collection agency.
- Clients are responsible for ensuring sufficient funds are available on their nominated card.
- All card information is encrypted and securely stored, compliant with PCI DSS standards.
- All services will incur a minimum service time of 2 hours

