

Bellman Water – Payment Terms & Conditions

These Payment Terms & Conditions apply to all water deliveries and services supplied by Bellman Water.

1. Acceptance of Terms

By placing or confirming an order with Bellman Water, whether verbally by telephone or in writing via text message, email, online booking or other written communication, you agree to these Payment Terms & Conditions.

Our current Payment Terms & Conditions are available on our website.

2. Payment

Payment is required by the due date shown on the invoice.

Customers are responsible for ensuring payment is made using one of the payment methods provided by Bellman Water.

Failure to receive, open or view an invoice does not remove the customer's obligation to pay for goods or services that have been ordered and supplied.

3. Overdue Accounts

If an invoice is not paid by the due date, a **\$25 overdue administration fee may be applied once the account is 7 days overdue and for each further 7-day period that the account remains overdue.**

Bellman Water reserves the right to suspend further deliveries or require payment in advance where an account remains overdue.

4. Debt Recovery

Where an account remains unpaid, Bellman Water may refer the outstanding amount for debt recovery.

Any reasonable debt collection, recovery or legal costs incurred by Bellman Water in recovering an overdue account may be passed on to the customer, to the extent permitted by law.

5. Cancellation or Delivery No Longer Required

Once a Bellman Water truck has commenced its journey to the delivery address, charges for travel, truck time and services already provided may still be payable if the order is cancelled.

This also applies where our truck arrives and the delivery cannot proceed because, for example:

- the customer's tank is already full;
- the customer no longer requires the ordered water;
- access to the delivery location is unavailable or unsuitable; or
- circumstances at the property prevent the delivery from being safely completed.

Where water has not been delivered, the water component of the charge may be adjusted where applicable. Charges relating to travel, truck hire, time and services already provided remain payable.

6. Customer Responsibility

The customer is responsible for providing accurate delivery information and ensuring suitable and safe access is available for our vehicle and delivery equipment.

The customer is responsible for ensuring their tank, pipework and associated equipment are suitable to receive the delivery.

Once water has been delivered into the customer's tank or storage facility, Bellman Water cannot guarantee the condition or quality of the water after it leaves our food-grade tanker.

Bellman Water is not responsible for contamination, water quality issues or loss caused by the condition, cleanliness, maintenance or existing contents of the customer's tank, pipework or associated equipment.

7. Invoice Queries

If you believe an invoice is incorrect, please contact Bellman Water as soon as possible so the matter can be reviewed.

An invoice query or dispute does not automatically cancel the amount owing. Any amount agreed or otherwise determined to be payable remains due in accordance with these terms.

8. Changes to These Terms

Bellman Water may update these Payment Terms & Conditions from time to time.

The terms applicable to an order will be the terms in effect at the time the order is placed.

9. Australian Consumer Law

Nothing in these Payment Terms & Conditions is intended to exclude, restrict or modify any rights or remedies that cannot legally be excluded, restricted or modified under the Australian Consumer Law or other applicable legislation.