



# Terms and Conditions



## 1 Agreement

- 1.1 Upon your receipt of notification that your Application has been accepted by us, a binding agreement will come into effect on the terms and conditions of this Agreement.
- 1.2 You acknowledge that all the information provided is true and correct; that you are over the age of 18 years and have authority into to enter this Agreement on behalf of the Agent.
- 1.3 You agree to load all your available rental listings to the rent.com.au website for the term of this agreement

## 2 Term

- 2.1 The initial term of this Agreement is for a period of 12 months commencing on the date of acceptance of your application by us.
- 2.2 You acknowledge that upon expiry of the initial term, and for each and every 12 month period thereafter, your account with us and the term of this Agreement will be automatically renewed for a further 12 month period, unless otherwise previously terminated in accordance with this Agreement, including by notice by you under clause 2.3.
- 2.3 You may cancel the next 12 month subscription term by providing written notice of cancellation within 30 days prior to the expiry of the currently prevailing term. You can cancel the Service by sending an email to [cancelsubscription@rent.com.au](mailto:cancelsubscription@rent.com.au).
- 2.4 Upon cancellation of your account, you will be billed for the remainder of the current subscription term and your account will become inactive and all your advertised properties will be removed from the website.

## 3 Fee

- 3.1.1 The Subscription Fee for the initial term is a fee for the initial term as per clause 2.1, after which the Subscription Fee is a yearly fee. This entitles you to a user license for one office location (offices with more than one local branch should contact us) immediately upon acceptance of your Application. The Subscription Fee is a debt due from you to us.
- 3.1.2 The Subscription Fee is a debt due from you to us. Subject to any special conditions, the Subscription Fee payable for any renewed term shall be the standard Subscription Fee determined on the standard pricing terms applicable for us at that time.
- 3.2 The Subscription Fee is payable either:
  - 3.2.1 As an upfront fee for the initial term of 12 months, OR
  - 3.2.2 By 12 monthly instalments (Except for Essentials subscription).
  - 3.2.3 If you don't wish to pay by credit card, contact RENT to make arrangement to pay by cheque or direct debit.
- 3.3 If you have opted for the monthly payments option, and the monthly Subscription Fee has not been paid and becomes overdue for a period greater than 1 calendar month, we reserve the right to suspend your account and pursue legal action for the recovery of the balance of the 12 month Subscription Fee if paying monthly.

## 4 Special Terms and Conditions - Essentials Subscription

- 4.1 The Essentials Subscription excludes access to the following features:-
  - a) Business Profile page
  - b) Listings in Property Manager Directory
  - c) Listing in Get a Property Management Quote service
  - d) Featured Agent Banner Suburb
  - e) Request a Sales Appraisal
  - f) Access to Internet Listing Statements
  - g) Business logo displayed. This may be offered on a trial basis at the sole discretion of rent.com.au
- 4.2 The Essentials Subscription may be upgraded at any time to a higher level subscription by contacting Customer Service on 1300 736 810 or email [agents@rent.com.au](mailto:agents@rent.com.au). Subject to applicable subscription pricing at the time.

## 5 General Terms and Conditions

- 5.1 Including the The terms of this Agreement and those of the General User Terms and Conditions (posted on the rent.com.au website, Privacy Policy) may be amended by us from time to time, without notice, by posting any changes on the Site. We shall notify you inwriting prior to any pricing changes applicable to the Subscription Fee, which will only apply to you in the next term or terms, giving you the choice of continuance with fair notice. You acknowledge that you will periodically refer to the website for any changes to the Professional Subscriber Terms and Conditions.
- 5.2 The General User Terms and Conditions are deemed to be incorporated into this Agreement and form part of this Agreement, to the extent not inconsistent with the terms of this Agreement. You agree that you have read and understand and agree to these General User Terms and Conditions.
- 5.3 You acknowledge this Agreement and the General User Terms and Conditions contain the whole understanding of the parties to the exclusion of any prior agreement, representation or understanding for the Service.



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ABN 47 112 521 909

New Customer Form

Member Ref: \_\_\_\_\_ Client ID: 11835  
 Company / Contact  
 Business Name: \_\_\_\_\_ Person: \_\_\_\_\_  
Or Company / Business Name  
 Address: \_\_\_\_\_ Suburb: \_\_\_\_\_ Pcode: \_\_\_\_\_  
 Ph: ( ) \_\_\_\_\_ Mob: \_\_\_\_\_ Email: \_\_\_\_\_

**Payment Agreement**

And/Or the total amount billed for the specified period for this and any other subsequent agreements or amendments.

I authorise and request the debit user detailed below to debit payments from my nominated account, as specified below, at intervals and amounts as directed by Rent.com.au Pty Ltd as per the Terms and Conditions of the Rent.com.au Pty Ltd agreement and subsequent agreements.

**Direct Debit Request (Bank Account, Building Society or Credit Union)**

Direct Debit is not available on the full range of accounts – if in doubt please refer to your financial institution

**What is the name of your bank, and where was the account opened?**

Financial Institution: \_\_\_\_\_ Branch: \_\_\_\_\_

**How does the name appear on your statement?**

Account Holder Name(s): \_\_\_\_\_

BSB Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

I/We authorise PeopleHub Pty Ltd User ID 372248 to debit my/our account at the Financial Institution identified above through the Bulk Electronic Clearing System (BECS) in accordance to the Payment Details stated above and as per the Terms and Conditions provided.

This authority shall stand pursuant to the terms and conditions of any contractual agreement between the customer and business named above. The administration of this authority is conducted by PeopleHub (Debit User) acting as a billing agent for the business. The services provided by PeopleHub are administrative only and do not extend to the provision of any service or benefits by the business. This authority shall be interpreted and enforced pursuant to the laws of the State of Queensland.

Signatories of Nominated Account

Date

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

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

Office Use  
Only:

TPT1

Received  
Date:

Reference  
No:

Electronic  
Authorisation:

Yes  
No



peoplehub

## Service Agreement

The administration of this agreement is conducted by PeopleHub. The services provided by PeopleHub are administrative to the status of the Agreement and do not extend to the provision of any services or benefits of the Agreement as provided by the Business. This authority shall be interpreted and enforced pursuant to the laws of the state of Queensland.

The Financial Institution may, in its absolute discretion, determine the order of priority of payments by it of any monies pursuant to this request or any other authority or mandate.

PeopleHub will provide 14 days notice if the payment amount (s) of frequency of the payments vary for future debits.

It is your responsibility to ensure that you have sufficient clear funds in your nominated account to enable the direct debit to be honoured by your financial institution. Direct debits normally occur overnight; however transactions can take up to three (3) working days depending on your financial institution. If your Debit request falls on a weekend or public holiday, it will be processed on the next working day.

You are advised to verify account details against a recent bank statement and if uncertain you should contact your financial institution.

If your Direct Debit is dishonoured or returned by your financial institution, for any reason, PeopleHub reserves the right to charge a dishonour fee, and re-present the Direct Debit for processing again on the next business day.

Any dispute arising from this or subsequent direct debits are to be directed to PeopleHub on (07) 3105 5967 or in writing to the address provided below, or you may contact your financial institution. If no resolution is forthcoming you are advised to contact your financial institution.

If you lodge a DDR Customer Claim form with your financial institution they will investigate whether the transaction was authorised by you. If the transaction date was no earlier than 12 months from the date of your claim you should receive a response within 7 days from the date of your claim. If the transaction date was made earlier than 12 months from the date of your claim you should receive a response within 30 days from the date of your claim.

We will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made in relation to an alleged incorrect or wrongful debt, or otherwise required by law.

You may stop, cancel, alter or defer your Direct Debit Request at any time, by contacting your Financial Institution or by providing at least 14 Business Days written notification to PeopleHub at the address detailed below.

I/We authorise the Debit User to verify the details of the abovementioned account with my/our Financial Institution.

I/We authorise the Financial Institution to release information allowing the Debit User to verify the abovementioned account details.

I/We agree to accept payment notifications from the business by either E-mail or SMS as determined by the business. If I do not wish to receive such notifications I will contact the business directly so as to be omitted from such notifications.

Po Box 3941  
South Brisbane, QLD 4101