

# The Lines Company Limited

## Delivery Prices

Effective 1 April 2019 (prices exclude GST)

### Service Fees

Prompt payment discount not applicable.

#### Service Fees

#### Credit Card Surcharge

Payment by credit card may incur a minimum fee of \$2.30 or 1% for GST inclusive payments of \$500.00 or more.

#### Service Surcharge

Service	Fee
Account reconciliation/investigation	From \$75 per hour*
Providing duplicate statements	\$5 per statement
Refund request for over-paid accounts	One free refund per financial year (1 April - 31 March). Additional refunds are \$20 per refund
Manual processing of single payment made for multiple accounts**	From \$60 per hour*
Manual processing of payment without customer number	From \$60 per hour*
Action taken to identify dishonoured payments and refer to Credit Control	\$10
Cost of information	From \$75 per hour*

\*Hourly rates quoted are calculated in 10 minute intervals after the first hour.

\*\*Principally applies to business and farming customers who have multiple accounts rather than amalgamation into a single account.

Reasonable action will be taken to help customers who repeatedly need the above services to change their practices so this is no longer the case.