

Direct Debit Form UK—General



Thank you for choosing to set up a payment plan for your Sage (UK) Limited account. This will allow you the flexibility of monthly or single payment(s) by Direct Debit for your purchase(s) or renewals. Please select your preferred payment frequency, then sign and return the form. Once processed, we will send you a full payment schedule detailing your payments. Alternatively call 0191 479 5955 (option 2), to complete this process by phone.

Please note: A maximum 12 month collection period is allowed (dependent on product/service purchased). Should there be a delay in setting up your payment plan the amount will be distributed over the remaining period.

Please complete and retain a copy of the form below.

Customer name

Company name

If a company, registered company number

Please note: a) If your purchase value is less than £60 (excl. VAT), this will be collected in one instalment, and b) if you select the monthly payment option and you are not a Limited Company, we may need you to enter into a credit agreement with us, which we will send to you if appropriate.

☐

Monthly

☐

Single payment

Please complete and retain a copy of this form for your own reference. You can e-mail a scanned copy of the completed form to: O2Ccreditcontrol@sage.com

Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form and send it to O2Ccreditcontrol@sage.com

Banks and Building Societies may not accept Direct Debit instructions for some types of account.

Name and full postal address of your Bank or Building Society

The Manager

Bank or Building Society Address

Postcode

Name of account holder (s)

Bank or Building Society

Account Number

Branch sort code

Originators identification number

8	3	0	2	7	8
---	---	---	---	---	---

Reference

Instructions to your Bank or Building Society

Please pay Sage (UK) Limited Direct Debits from the account detailed on this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Sage (UK) Limited and if so, details will be passed electronically to my Bank/Building Society.

Signature

Print name

Date

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Sage (UK) Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Sage (UK) Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by Sage (UK) Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Sage (UK) Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



This guarantee should be detached and retained by the payer.



Direct Debit Terms and Conditions

The following terms and conditions ("Special Terms") apply to direct debits payable to Sage (UK) Limited ("Sage") where you choose to pay your Fees by Direct Debit Instruction. These Special Terms apply in addition to those terms and conditions specifically applying to (and accompanying) the software or service you have licensed or purchased.

1. Definitions

- 1.1 In these Special Terms the following words shall have the following meaning:

"Commencement date" means the first day upon which we receive your Direct Debit Instruction;

"Direct Debit instruction" means the completed instruction from you to your bank or building society authorising us to collect the Fees from your account in twelve monthly instalments (or otherwise as agreed) in accordance with these Special Terms; and

"Fee" means the licence fee and/or service fee we have agreed shall be payable by direct debit by you to us for use by you of our software or services.

2. Our obligations to you

We will notify you of any increase in the amount of the Fee as and when this applies, for example where you add additional software or services to your account or upgrade existing software or services or where you renew your use of software or services for an additional period of time.

3. Non-renewal or termination

- 3.1 If you do not agree to the variation of the Fees notified to you in accordance with clause 2 of these Terms you may be able to return and/or cancel the software or service it relates to. Please note that return and cancellation terms may not always apply. For further details see the returns policy in your software licence and any cancellation terms in your service agreement.

- 3.2 If you are paying by monthly direct debit and you wish to terminate the Direct Debit Instruction during the term of the Agreement, you must give us 30 days prior written notice and must maintain the Direct Debit Instruction during such notice period. Where no return or cancellation term applies to the software or service covered by the direct debit, we shall be immediately entitled to the balance of the Fees, which are due at the date of termination (if any).
- 3.3 You agree that you shall not alter or cancel your Direct Debit Instruction prior to our receipt of any monies due under this clause 3 of these Special Terms.

Product licence terms and conditions can be found in the licence agreement accompanying the software (hard copy in the software packaging and/or soft copy in the software itself) and service terms and conditions can be found by visiting sage.com/en-gb/legal.