

PAYMENT TERMS &

INVOICING REQUIREMENTS

At KINNECT we strive to ensure the experience our customers have with us is nothing short of exceptional from start to finish. As such, please find below some information with respect to KINNECT's accounts processes and requirements for your perusal.

As per your business requirements KINNECT will ensure that the following information will be provided on every invoice thus assisting you to adhere to the agreed payment terms;

- Payment terms may vary.
- Invoicing queries/invoice rejections to be sent to accountsreceivable@kinnect.com.au

TERMS & CONDITIONS

To ensure that your credit account remains active, KINNECT have policies in place to ensure timely payment of accounts. Any foreseeable delayed payments must be communicated to KINNECT before the due date and must be followed with a confirmed expected payment date. KINNECT's preferred payment method is via EFT however we do accept the following;

- Electronic Funds Transfer
 - Bank: Westpac
 - Acc Name: KINNECT Pty Ltd
 - Acc #172632
 - BSB: 034-072
 - Remittances to: receipts@kinnect.com.au
- Credit Card
 - Call the team on 07 3999 9305
 - *Please note there are surcharge fees incurred with this method*
- Cheque
 - All cheques must be posted to PO BOX 269 Stones Corner, QLD 4120

REFERRAL EXPECTATIONS

KINNECT expect that the company making the request is the company that will be paying the invoice. In the event that a third party is liable for the cost, KINNECT expect the referring entity to be reimbursed by the third party given that there is no agreement between KINNECT and the third party. Due to previous experiences KINNECT is not willing to negotiate on these expectations.

LATE FEES & SUSPENSION POLICY

Penalties are incurred when accounts are not paid within your agreed payment terms. These penalties include a late fee at 4.5% on all overdue invoices. The late fee is sent in the form of a single invoice on the 1st business day of the following month. The late fee invoice will be sent with a statement of account as supporting evidence of the calculation. Additional late fees will be incurred for every month the account remains unpaid.

KINNECT reserve the right to suspend your account if overdue accounts remain unpaid. Where your account has been identified for suspension you will receive communication via phone and email (with formal notice of suspension) three business days prior to the suspension. Should the account remain unpaid following this grace period, the account will be suspended, including;

- Denied access to our online booking portal 'CloudHealth'
- Denied access to historical data within the CloudHealth Platform
- The processing and/or sending of Pre-Employment results or the forwarding of reports from other services will be placed on hold until the account has been settled.

After all outstanding invoices have been paid in full KINNECT reserves the right to review your payment history before agreeing to reinstate the account.

CANCELLATION AND NO SHOW FEES

Cancellations within 24 hours of the appointment and candidates who do not attend a booked appointment will be charged at 100%. Cancellations at KINNECT Clinics, within 48 hours of the appointment will be charged at 50% if not rescheduled. Cancellations at Affiliate Clinics, within 48 hours of the appointment will be charged at 100%.

CHANGE IN DETAILS

Should you require to change any details on your account you must advise KINNECT immediately. All payment term changes must be approved by KINNECT. All changes should be detailed in writing. KINNECT reserve the right to decline any payment term requests.