



**RICKSURE**  
.com

## SpiralCity services

Before you order one of our services, you might like to know a little more about how we operate.

### Technical support

If you experience difficulty with one of our services, your first step is to lodge a support ticket by going to <http://support.ricksure.com>. Before you lodge a ticket, you might find the answer to your question in our knowledge base which is at the same location.

If you can not reach the above address but your email is working, you can send an email to [support@ricksure.com](mailto:support@ricksure.com)

If your web and email services are unavailable or if you feel that your question is too complicated to be answered by email, please call us on (02) 9808-2855.

### Billing

SpiralCity services are automatically charged to your credit card each month. We accept MasterCard, Visa and American Express. We send invoices towards the beginning of the month and then the charge is put through on or after the 15<sup>th</sup> of each month. In the event that you have a question about your invoice, please lodge a support ticket at <http://support.ricksure.com> or send an email to [accounts@ricksure.com](mailto:accounts@ricksure.com)

We will also accept payments by direct deposit and cheque however because these services only provide us with a tiny profit margin we can not afford to be chasing unpaid invoices. Therefore we are very strict when it comes to the payment date. If your account is not paid by the due date we will send ONE reminder. If the account remains unpaid it will be suspended and a reestablishment fee will apply. If you do not pay your account and it is under contract, the debt will be sent to a debt collection agency which will affect your credit record.

Our terms are 14 days.