Billing and Payment Policy

This is the Billing and Payment Policy of the MEDIONmobile prepaid service of MEDION Australia Pty Limited for ALDI Mobile and forms part of the Service Terms on which we provide Services.

MEDIONmobile reserves the right to change this Billing and Payment Policy at any time and notify you by posting an updated version of the Policy on our website. The amended Policy will apply between us whether or not we have given you specific notice of any change.

We encourage you to review this Policy periodically because it may change from time to time.

1. PAYMENT OPTIONS AND METHODS

1.1. Your ALDI Mobile service can be purchased and recharged using the following payment methods:

a) in store – buy a voucher using cash, credit/debit card
b) online, mobile App, SMS and Automated Phone Service using PayPal, Visa or MasterCard credit/debit card

1.2. Not all of the above mentioned methods can be used for all types of purchases, refer to the website aldimobile.com.au/pages/legals for the latest information on the products available and how you can purchase them.

2. RECHARGE USING PayPal, VISA OR MASTERCARD DEBIT OR CREDIT CARD

2.1. You can recharge your service using your stored, PayPal account, Visa or MasterCard credit or debit card:

a) by an online payment through your My ALDI Mobile account
b) by SMS (PAYG only)
c) by mobile app
d) by enabling the auto recharge facility in your My ALDI Mobile online account/App
e) Automated phone service (PAYG and Mobile Plans only)

3. BILLS AND INVOICES

3.1. Every time you purchase a SIM card or recharge, an invoice will be generated and issued to your account.

3.2. We do not send invoices to you; your historical invoices can be accessed through the website by logging in to My ALDI Mobile or via App.

4. FRAUD

4.1. We may take a number of steps to help to protect you and us from fraud, such as (but not limited to) temporarily suspending your access to the recharge service if you tell us that your SIM is lost or stolen.

4.2. Your access to the recharge service will be suspended if you tell us, or we know or suspect, that there has been fraudulent use of your service in any way. We may also terminate your service without notice when fraud has taken place.

4.3. We may limit the number of times you can change the payment details on your account.

5. DISHONOURED RECHARGE TRANSACTIONS

5.1. If your recharge or new order transaction is dishonoured or rejected by your financial institution, ALDI Mobile will automatically process a credit reversal which involves:

a) removing the recharge amount we credited to your pre-paid service when we processed your recharge instruction; and

b) removing the extended credit expiry date put in place when we processed your recharge instruction.

5.2. If you have used part of the recharge amount before the reversal takes place, we may debit your nominated payment account for an amount equal to the recharge amount you have used. If we are not able to take the payment due to insufficient funds, we may suspend your service. To reactivate your service, you will need to call us on 1300 989 000.

6. STORING YOUR PAYMENT DETAILS ON YOUR ACCOUNT

6.1. When you store your PayPal, credit or debit card details on your My ALDI Mobile account; you are authorising that:

a) You are the owner of the payment method and authorised to make purchases using it.

b) the payment method can be used for purchases and recharges made through the website, including where you have enabled auto recharge on a plan.

c) the payment method can be used for SMS recharge when a request is received from your mobile number. Any SMS messages received from your mobile number containing a request to recharge and the plan name required will be deemed as authorisation of your payment.

d) the payment method can be used for recharges made through the ALDI Mobile mobile app. Any request to recharge your ALDI Mobile service through the mobile app is deemed as authorisation to use your credit or debit card details for payment.

6.2. You can remove your payment details at any time through your My ALDI Mobile online account or App.

7. PRIVACY

7.1. Your payment details are collected and stored in line with our Privacy Policy, as amended from time to time and can be found at: aldimobile.com.au/pages/legals

7.2. It is your responsibility to keep your account password safe and you must contact us if you believe your password has been compromised so that we can change it.

7.3. You are responsible for ensuring that your mobile device is locked with a passcode to ensure that only you are able to access the ALDI Mobile app.