Advertising, Sponsorship & Phone Sales Policy (Unsolicited)

EP Automotive Pty Ltd

EP Automotive is committed to protecting its business from unauthorised, misleading, or deceptive advertising and sponsorship practices, including unsolicited phone-based sales.

No Verbal or Phone Agreements

EP Automotive does not enter into any advertising, sponsorship, or promotional agreements via:

- Unsolicited phone calls
- Cold calling
- Verbal discussions of any kind

Any claim that an agreement was made via phone or verbal communication is invalid and will not be honoured.

Written Approval is Mandatory

All advertising or sponsorship agreements must:

- Be requested in writing
- Be approved by EP Automotive management
- Be confirmed via our official business email
- Clearly identify the authorised representative

Without written approval, no agreement exists.

Purchase Order Requirement

A valid purchase order (PO) must be issued prior to:

- Any advertisement being placed
- Any publication including EP Automotive
- Any sponsorship being processed

Failure to obtain a PO means the supplier proceeds entirely at their own risk.

No Retrospective or Implied Consent

EP Automotive does not accept:

- Retrospective invoices
- Claims of “prior approval” without written evidence
- Statements such as “you agreed months ago”
- Implied consent from past dealings

All such claims will be formally disputed and refused.

Phone-Based Scam Awareness

EP Automotive is aware of common scam tactics including:

- Calls claiming prior approval for advertising in community, emergency services, bushfire, or crime prevention publications

- Pressure to “confirm details” which is later treated as agreement
- Requests for payment following unsolicited calls
- Misrepresentation of affiliation with charities or government bodies

Staff are instructed to:

- Refuse all unsolicited advertising calls
- Not confirm or agree to any offer over the phone
- Direct all enquiries to written communication only

Compliance with Australian Consumer Law (ACCC)

EP Automotive operates in accordance with the Australian Consumer Law, as enforced by the Australian Competition and Consumer Commission (ACCC). We note that under Australian Consumer Law:

- Businesses must not engage in misleading or deceptive conduct
- False claims of agreement or authorisation may constitute a breach of the law
- Unsolicited billing or demands for payment without a valid agreement may be considered unlawful

Any business engaging in such conduct may be:

- Reported to the ACCC
- Reported to Scamwatch
- Subject to formal dispute and refusal of payment

Verification Process

Any organisation claiming a legitimate agreement must provide:

- Written approval from EP Automotive
- Name of authorised staff member
- Date and method of agreement
- Copy of signed documentation or email confirmation

Send all documentation to: admin@epautomotivepl.com.au

Refusal of Payment

EP Automotive reserves the right to:

- Refuse payment for any unauthorised advertising or sponsorship
- Cancel or dispute any invoice not compliant with this policy
- Take further action where misleading or deceptive conduct is identified

Important Notice

Any organisation that proceeds with advertising, publication, or sponsorship involving EP Automotive without written approval acknowledges they do so:

- Without authorisation
- Without a valid agreement
- Without expectation of payment