

## **Kinch Fuel Oils Ltd Top Up Guidelines**

The following details / rules have been set out to ensure that our Top Up system runs smoothly for all involved.

- \* At Kinch Fuel Oils Limited we **do not** guarantee that you will never run out of fuel. Whilst every effort will be made to keep you with a constant supply of oil, it still remains the **responsibility of the customer** that they ensure that their tank contains sufficient fuel.

**Kinch Fuel Oils Limited will take no responsibility for Top Up members who run out of fuel** and as such will not be accountable for any knock-on effects this may lead to. For example, re-starting a boiler, having no heating / hot water, calling out a heating engineer will remain the customer's responsibility both financially and to organise.

- \* If when checking your tank you notice that the level is low then please contact the office immediately for a prompt delivery.
- \* In the event of Kinch Fuel Oils Ltd not being able to obtain fuel, for example, during a shortage, fuel strikes ect, then deliveries to customers will be affected. This may take the form of reduced quantities being delivered or in extreme cases, no deliveries. Top up customers will take a level of precedence for deliveries if such a situation was to occur.
- \* If at any time a customer owes money or has an outstanding account then the top up service will cease without warning. **No deliveries will be made to customers with overdue accounts.**
- \* Top up deliveries are priced based on the pence per litre rate on the day of delivery. With large fluctuations in price possible over a short time span, it can be unfortunate that a delivery is made when prices are / or appear to be high.
- \* It is of the discretion of Kinch Fuel Oils Limited to decide which customers, after applying, are suitable for the scheme.

- \* It cannot be understated that journeys to properties where deliveries cannot be made are both frustrating and impractical. It is therefore important that all "Top up" customers allow access to their tank at all times. If the tank is locked inside a building or padlocked then a key should be made available to our staff either to be kept at our offices or located at your property in a safe but accessible place.
- \* Please ensure that deliveries are not obstructed by plant growth or other items on top of and / or around the tank. Any damage to plants or obstacles that obstruct delivery will be the **responsibility of the customer**.
- \* Once a part of the top up system, deliveries will be made when Kinch Fuel Oils Limited feel it is applicable. This in some cases will be sooner than necessary but is important as it allows our staff to monitor your fuel use and estimate more accurately your times for delivery. In some cases it may not be long after a previous delivery. This is nothing to worry about, as top ups are done on a month-to-month basis and for example, it can often be the case that you may be delivered to at the end of one month and start of the next month. These deliveries are also important to prevent customers going out of sync.
- \* The name "Top Up+" is derived from the fact that when we deliver to a customer in this system; we fill their tank up. (Keeping them topped up.) The system becomes unmanageable when customers dictate what quantities of fuel they want. (For example, only having half a tank due to a high price.) This makes the calculations impossible for our staff and it then becomes a question of guesswork. In these cases a customer will be removed from the top up system and be required to order manually until they are ready to have their tanks filled again.
- \* To cease Top up deliveries, notice must be given in writing. If no written confirmation is received and deliveries are made, it is at **the customers' responsibility**.

If you have any questions relating to the above guidelines please call a member of our office staff who will be able to help.