

# Terms & Conditions

## Terms & Conditions for Heating Oil Delivery:

1. The homeowner/business owner is responsible for periodically inspecting the oil storage tanks and delivery piping to ensure they are in serviceable condition. Customer is responsible for any clean-up costs in the event of a leaking tank and/or oil spill caused by leaking pipes or malfunctioning vent alarm fill whistles.

FillerUP Inc will not deliver to a location if the vent alarm fill whistle sound is **not** heard when attempting to fill the tank or the driver determines that the delivery location is unsafe. For multi-family homes or buildings that have more than one fill pipe, **we will not service** the location if your address is not marked on your fill pipe. Having the cap marked is not enough. It must be marked **on the pipe**.

2. All orders are scheduled upon receipt for next business day if order is placed after normal business hours. Our business hours are currently Monday through Saturday, 8am - 8pm and Sunday 9am – 5pm. Normal delivery time is next business day from the time you place the order. We are not responsible for delays due to weather or other circumstances beyond our control.

3. We cannot return or remove any heating oil once it has been delivered. You will only be charged for the number of gallons you ordered. The delivery driver will leave a printed receipt in your mailbox that shows the actual gallons delivered and any applicable taxes and/or service charges. If your tank(s) cannot accommodate the amount of fuel your ordered, a credit will be issued to your card for any undelivered fuel.

4. If you state in your order that you would like the tank filled, we will deliver as much oil as your tank can accommodate. This may be more than the estimate you put on the order form. No adjustments or credits will be made after the fact if you instruct us to fill the tank.

5. If the amount of fuel delivered is less than what you ordered, the price may be adjusted. If we arrive to deliver fuel, and for reasons not attributable to us, we deliver less than 100 gallons, there will be a \$25 delivery fee added on to the amount of oil ordered. For example, you order 100 gallons from our company and another company fills your tank before we get there, and our delivery is only 30 gallons. In this case you would be charged for the 30 gallons at our current rate and a \$25 delivery fee would be added to the bill.

It is the customer's responsibility to ensure that their tank gauge is working properly, and the correct amount is ordered.

6. All orders cancelled the same day as delivery will be subject to a \$25 cancellation fee. This covers our time and costs associated with processing your debit/credit card. These fees are non-negotiable.

**By submitting this order, you understand and agree to these terms and conditions as stated above.**

**Terms & Conditions for Diesel and Gas Deliveries:**

1. Owner is responsible for periodically inspecting the storage tanks and delivery piping to ensure they are in serviceable condition. Customer is responsible for any clean-up costs in the event of a leaking tank and/or fuel spill caused by leaking pipes or malfunctioning vents.
2. All orders are scheduled upon receipt for next business day if order is placed after normal business hours. Our business hours are currently Monday through Saturday, 8am - 8pm and Sunday 9am – 5pm. Normal delivery time is next business day from the time you place the order. We are not responsible for delays due to weather or other circumstances beyond our control.
3. We cannot return or remove any fuel once it has been delivered. You will only be charged for the number of gallons you ordered. The delivery driver will leave a printed receipt in your mailbox that shows the actual gallons delivered and any applicable taxes and/or service charges. If your tank(s) cannot accommodate the amount of fuel your ordered, a credit will be issued to your card for any undelivered fuel.
4. If you state in your order that you would like the tank filled, we will deliver as much fuel as your tank can accommodate. This may be more than the estimate you put on the order form. No adjustments or credits will be made after the fact if you instruct us to fill the tank.
5. All orders cancelled the same day as delivery will be subject to a \$25 cancellation fee. This covers our time and costs associated with processing your debit/credit card. These fees are non-negotiable.

**By submitting this order, you understand and agree to these terms and conditions as stated above.**