

# ZEN OIL

## Terms of Service

Orders procedure, delivery procedure, payment terms and general

### 1. Orders:

- 1.1. For first time clients, please fill in the below form, attach the required documents and information stipulated in clause 1.2. below and email to [info@zenoil.co.za](mailto:info@zenoil.co.za)

a.	Registered business name	
b.	Trading name	
c.	Company registration number	
d.	RSA ID document number (if individuals)	
e.	Street address where delivery is required (Street number, street name, city, province)	
f.	Street address of company headquarters (if not the same as above)	
g.	Full name of person responsible for receiving diesel deliveries	
h.	Contact number of person responsible for receiving diesel deliveries	
i.	Email address of person responsible for receiving diesel deliveries	
j.	Full name of person responsible for making payments	
k.	Contact number of person responsible for making payments	
l.	Email address of person responsible for making payments	
m.	Agent details.	
n.	Agent contact details.	

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### 1.2. Required documents and information:

- a. Company registration document (If company)
- b. Copy of RSA ID document (If individuals)
- c. Proof of funds (if ordering 40,000 liters and above)
- d. Purchase order number
- e. Number of liters required
- f. Agreed pricing

### 1.3. For existing clients, please send an email to [info@zenoil.co.za](mailto:info@zenoil.co.za) with the following:

- a. Registered and trading company name
- b. Purchase order number
- c. Number of liters required
- d. Agreed pricing

If any of the details under clause 1.1. have changed, please inform us as soon as possible.

We protect your privacy. The above information is required for our records ONLY. We do not share this information with anyone for any reason whatsoever.

### 2. Delivery procedure:

- a. Delivery can be expected within 1 to 2 business days from date of order placed if the order is placed before 13H00, please allow sufficient time when placing orders.
- b. Orders placed after 13H00 will only be processed the following day.
- c. Estimated delivery date and time will be communicated soon after an order has been placed.
- d. Please allow for ease of access to your premises as this mitigates delays. The relevant person mentioned in clause 1.1. (i) should be present and available to receive delivery and sign the necessary invoice/delivery note.
- e. Should the person in clause 1.1. (i) not be present or available to take delivery, an alternative person should be made available to take delivery. The alternative person's name and contact information should be communicated with Zen Oil by no later than 1 business day before delivery is to take place.
- f. The route between the street access point and the client's storage tanks should be free from obstruction.

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### 3. Payments Terms:

- a. All transactions are strictly COD. No relaxation or amendments to these terms will be accepted. Proof of payment is to be sent to [info@zenoil.co.za](mailto:info@zenoil.co.za) on the day of or prior to delivery.
- b. Upon placing an order, a pro forma invoice shall be sent to the person responsible for payments.
- c. An official tax invoice will be sent on the day of delivery after delivery has taken place. We prefer if payment is made and reflects in our business account prior to delivery date as this mitigates delays.
- d. Delivery may take place prior to payment
- e. Upon arrival of the delivery, payment is to reflect in our business account prior to offloading. Drivers are instructed to wait a maximum of 30 minutes from time of arrival for payment to reflect in our account. Failing which, will result in the delivery being cancelled or rescheduled.
- f. Please note ALL payments are to be made with banking details strictly on our pro forma invoice/tax invoice only.
- f. We are willing to make any documentation (proof of banking details that can be verified with the bank itself, company registration documents etc.) available at any time upon request.

### 4. Fees & penalties:

#### 4.1. *Table 1: Delivery fees*

	<b>Order details</b>	<b>Fee</b>
a.	Within 25km radius of Zen Oil and above 500 litres	Free
b.	Within 25km radius of Zen Oil and below 500 litres	R385
c.	Above 25km radius of Zen Oil	R12 per km for every km above 25km
d.	After hours delivery – holidays and public holidays and outside of the times between Monday to Friday 08H00 to 17H00	R1350
e.	Urgent/same day delivery (wherever possible)	R750
f.	Deliveries of client's products	As agreed – no fixed charge
g.	Standing fee (applicable after 30 minutes)	R250 per completed 15 minutes
h.	Unnecessary cancellation or rescheduling of orders without prior arrangements	R750

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### 4.2. Penalties:

- a. Outstanding payments will attract incidental penalties of at a rate of 2.5% per month on the total amount owed.
- b. The incidental penalty portion will be compounded weekly.
- c. Non-payment after 1 calendar month from date of invoice will result in the matter being handed over to debt collector or to a legal representative chosen by Zen Oil.
- d. All legal fees, notice fees or any other costs associated with debt collection, including but not limited to damages suffered by Zen Oil will be at the expense of the party(s) as stipulated under clause 1.1.

### 5. General terms and conditions:

- a. These terms of service serve to safeguard both ourselves and our clients. Zen Oil, its affiliates, sub-contractors, agents or otherwise, warrant no responsibility for any and all product(s) once the client takes possession of said product(s).
- b. Liability of any kind due to contamination or otherwise once possession has been transferred from Zen Oil shall be the sole responsibility of the client.
- c. Maintenance of storage units, dispensing equipment, any diesel fired equipment, vehicles and any other related items, is the sole responsibility of the client.
- d. We require one order per delivery. Deliveries at different locations or on different days will require separate orders.
- e. By placing an order, the client has read, understood and agreed to the terms of service contained within this document and the full set of Terms and Conditions which are available on our website [www.zenoil.co.za](http://www.zenoil.co.za) or upon request.

Please note all orders are strictly IPO (irreversible purchase order) and cannot be cancelled once the order has been placed.

Individual name: \_\_\_\_\_

Signature: \_\_\_\_\_

Thus done and signed on the \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_. On behalf of

(company name) \_\_\_\_\_