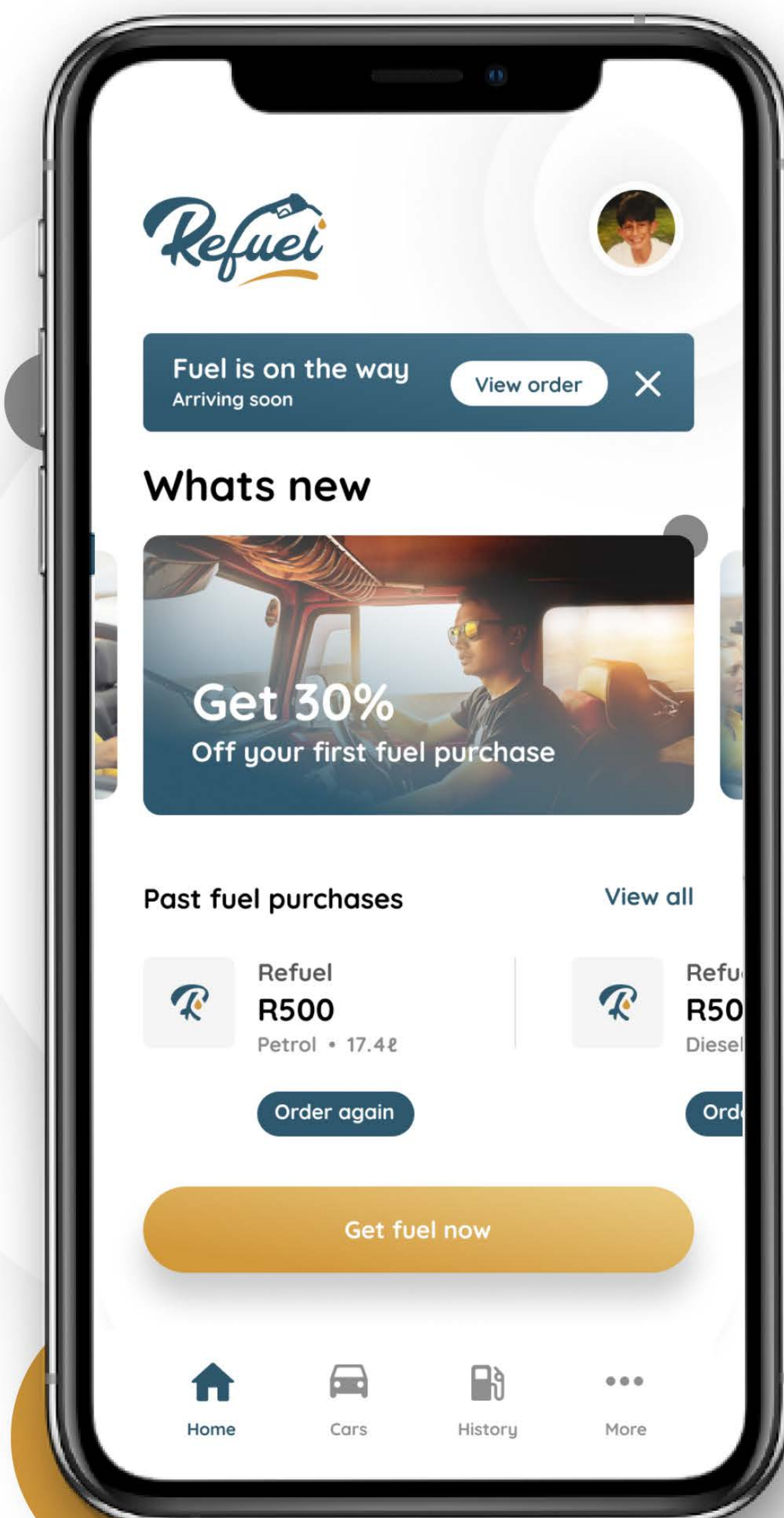




# Refuel FAQs – Customer



## How it works

### 1. What's the benefit of using Refuel?

Time is money and you can't put a price on safety.

We save you time and money by not having to find a fuel station but rather refuelling while sitting at your desk. Additionally, the unfortunate reality is that fuel stations are a growing crime hot spot, so by bringing the fuel to you, your risk is significantly reduced!

### 2. How disruptive is it to my day?

Our highly trained drivers are capable of refuelling a vehicle within a few minutes with the help of our technologically efficient pumps and software used. In fact, we save you time as you no longer need to leave the office to refuel.

### 3. This is incredible, but the company I work for isn't listed on the app?

We're constantly growing our network of clients and would love to have your company on board! Contact us and we'll make it happen!

## Ordering

### 1. How do I order?

Ordering is quick and easy! Simply download our app (for both Play and Apple stores), register and order.

### 2. Why does my card get charged before the delivery is made?

The Refuel pre-authorisation process is the same as if you were ordering from any on-demand service. We'll reserve the estimated value of fuel on your card to ensure that your payment method is okay before we get to your vehicle. Once we've refuelled your vehicle, we modify the pre-authorisation and charge your card with the exact amount required by your vehicle.





### **3. Is there a charge for cancelling an order?**

There may be charge for cancellation depending on when you cancel. Cancellations processed within an hour of placing the order incur no charge. You may still cancel your order after an hour up until an hour before the delivery, but you will then incur the delivery charge.

### **4. How do I know I'm getting the amount of fuel I paid for?**

Refuel uses the latest technology (even better than what you'll find at any fuel station) to ensure that we fill your vehicle to the millilitre of what you ordered. Our pumps are regularly calibrated to ensure accuracy. What you order is exactly what you get.

### **5. How much fuel with Refuel deliver to me?**

When you order, you have the option of choosing a specific Rand value of fuel, volume of litres, or to fill your tank. Our pumps have an auto shut-off feature so your tank will never get filled beyond its capacity.

## **Delivery**

### **1. When can you refuel my vehicle?**

We offer fuel deliveries Monday – Friday in 3 time slots:

- 09:00 – 11:00
- 12:00 – 14:00
- 15:00 – 17:00

### **2. Do I need to be at my vehicle to get it refuelled?**

No, provided the vehicle's fuel cap is left unlocked and open. Our driver will locate your vehicle and fill it up without you having to leave your desk!

### **3. How do you find my vehicle?**

When ordering, you'll specify the location of your vehicle so our driver will know exactly where to find it. Our technology matches your vehicle registration back to your order so we'll always fill the correct vehicle

### **4. What if you can't find my vehicle?**

We notify you when your order is on its way, and recommend keeping your cellphone handy just in case we need to reach you.

### **5. How do you access my fuel tank to fill it?**

Just leave your fuel tank door open before you head inside! If someone closes it, we'll reach out to let you know





#### **6. How do I know when you've refuelled my vehicle?**

We keep you in the loop throughout the process. We'll let you know when we're en route to you and we'll send you a notification once we've refuelled your vehicle.

## **Price**

#### **1. What price do you charge for fuel?**

We charge the same price for fuel as you'd find at Rivonia Road Shell Service Station. We charge a R20 delivery fee over and above this... a small price for convenience and safety!

#### **2. How come the price is the same as the fuel station?**

Welcome to the fuel revolution! As we don't have the traditional costs of running a fuel station, we are able to pass those savings directly on to you!

#### **3. How do I pay?**

Credit/debit card when ordering your fuel.

## **Our Fuel**

#### **1. Is it quality fuel?**

Refuel brings you the same quality petrol and diesel you would find at any Shell fuel station. The fuel that we sell is the same fuel that we use in our own fleet.

#### **2. How much fuel with Refuel deliver to me?**

When you order, you have the option of choosing a specific Rand value of fuel, volume of litres, or to fill your tank. Our pumps have an auto shut-off feature so your tank will never get filled beyond its capacity





## Safety

### 1. Is Refuel safe?

We have taken every step to ensure that Refuel meets industry standards. Safety is our top priority and we make sure to communicate that to everyone here at Refuel. Our drivers are fully trained and certified in the transportation of dangerous goods, and have the necessary Pr-DP-D license code required nationally. Our tanks are SANS certified and well within both local and municipal guidelines for the safe storage and transportation of fuel. We also have comprehensive public liability insurance. The unfortunate reality is that fuel stations are a crime hot spot, so by bringing the fuel to you, your risk is significantly reduced!

### 2. Is it safe to drive around with so much fuel?

We meet and exceed all safety regulations and requirements. All of our tanks are SANS certified as well as being certified by the City of Johannesburg fire department and all of our certified drivers hold Commercial and Dangerous Goods Licenses.

### 3. What happens if you have a spill or leakage?

In the unlikely event that a spill or leakage occurs, our certified drivers have all the necessary equipment (including fire extinguishers) and are trained with the right procedures to minimize damage and quell any situation. In addition, we have a specialist spill response provider in place should we need it.

### 4. What happens if damage is caused to my car or property?

All of our certified drivers are trained extensively on fuelling cars and operating these special vehicles. In the unfortunate event that we do hit a vehicle we carry multiple insurance policies to cover any damages incurred. In addition, our drivers all wear portable cameras on their person at all times so if, on the odd chance an incident happens and damage is caused, we'll know and we carry comprehensive insurance to rectify the situation.