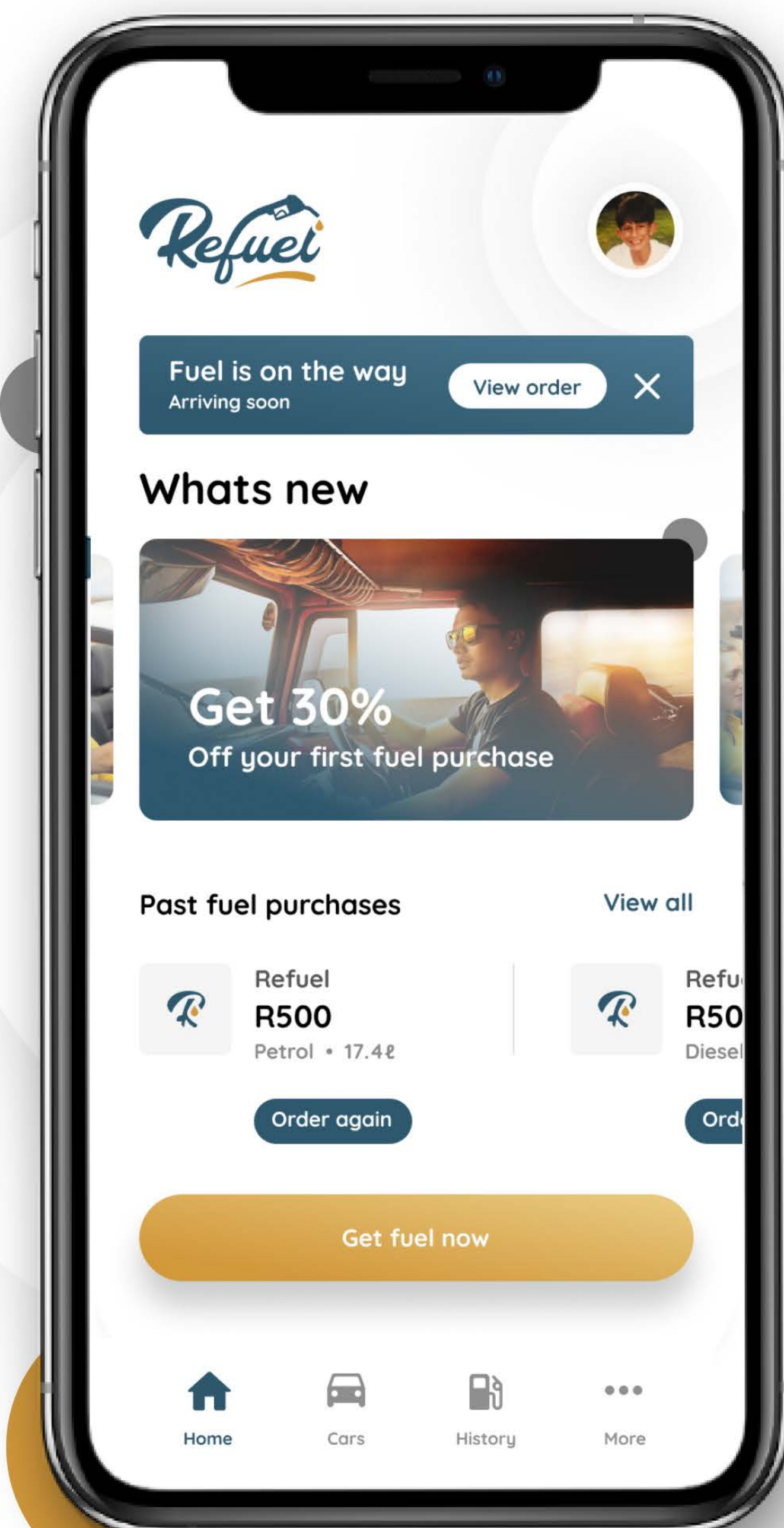




Refuel FAQs – Staff



How it works

1. What's the benefit of using Refuel?

Finding a convenient petrol station can be very frustrating, especially late at night or when you're running late. We deliver fuel directly to your vehicle, saving you time and money that would otherwise be wasted travelling to and from the petrol station. Additionally, petrol stations have become increasingly dangerous and targeted by criminals and so by bringing the fuel to you, we are able to significantly reduce your risk.

2. How disruptive is it to my day?

By leveraging the latest technological advancements in efficient pump systems and fuel metering software, our highly trained drivers are capable of refuelling a vehicle within a few minutes, meaning our service will have no disruption to your day.

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 you on board! Get in touch with us and we will start the onboarding process at the soonest.

Ordering

1. How do I order?

Ordering is quick and easy! Simply download our iOS or Android App from the relevant App store. Register your profile including your vehicle and location and place your order.

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

Our pre-authorisation process is the same standard process that you will find on any on-demand service. We reserve the estimated value of fuel on your card to ensure that your payment method is valid. Once we have refuelled your vehicle, we modify the pre-authorisation amount and charge your card the exact amount based on your order.



3. Is there a charge for cancelling an order?

You may be charged a small cancellation fee depending on when you cancelled your order. Cancellations processed within one hour of placing the order incur no charge. You may still cancel your order up until one hour before the delivery time has been scheduled, but you will then be charged the delivery fee as a penalty for the late cancellation.

4. How do I know I'm receiving the correct amount of fuel as per my order?

Refuel utilises the latest technology to ensure that we fill your vehicle to the millilitre of what you ordered. Our pumps are regularly calibrated to ensure 100% accuracy and are actually better than what you'll find at your local petrol station. What you order is exactly what our fuel pump dispenses.

5. How much fuel will Refuel deliver to me?

When you place your order, you have the option of specifying a Rand value of fuel or volume of litres as well as the option to fill your tank. Our pumps also have an auto shut-off feature to ensure your tank is never filled beyond its capacity.

Delivery

1. When can you refuel my vehicle?

Fuel deliveries have been divided into 3 time slots, available Monday – Friday:

- 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 your vehicle's fuel cap is left unlocked and open, our driver will locate the vehicle and fulfill the order without needing to contact you.

3. How do you find my vehicle?

When placing an order via the App, you specify the location of your vehicle so our driver knows exactly where to find it. Our technology then matches your vehicle registration back to your order so we always find and fill the correct vehicle.

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

We notify you when your order has left the fuel depot, and we recommend keeping your cellphone handy just in case we need to contact you to facilitate the delivery.



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

We recommend leaving your vehicle's fuel cap unlocked and open before you head inside your building. If someone happens to close it, we will contact you to let you know.

6. How do I know when you have finished fuelling my vehicle?

We keep you updated and in the loop throughout the process. We will notify you when we are on route to you and will send an additional notification once your vehicle has been filled and your order completed.

Price

1. What price do you charge for fuel?

The price paid for petrol through Refuel is the same price as going to your local petrol station. We charge a nominal delivery fee over and above this, a small price for the convenience and safety offered!

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. Can I earn rewards or loyalty points as I would from a normal garage?

At this time, neither Refuel nor our current petrol stations offer rewards or loyalty points on Refuel deliveries. We will seek to introduce these benefits in the future if at all possible.

4. 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 and deliver 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 precaution necessary to ensure that Refuel meets industry standards. Safety is our number one priority and we make sure that is communicated to everyone working at Refuel. Our drivers are fully trained and certified in the transportation of dangerous goods, and have the required Pr-DP-D license code nationally. Our fuel tanks are SANS certified and well within both the local and municipal guidelines for the safe storage and transportation of fuel. On top of all of this, we also have in place, comprehensive public liability insurance for those unforeseen incidents.

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 fully certified by SANS as well as being certified by the City of Johannesburg fire department. In addition to this, all of our drivers are certified and hold both Commercial and Dangerous Goods Licenses.

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

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

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

All of our drivers are certified and trained extensively on fuelling vehicles and operating these special refuel trucks. In addition, our drivers all wear portable cameras on their person at all times so if, on the odd chance an incident occurs and damage is caused, we will know about it and be able to investigate the circumstances surrounding the damage. In the unfortunate event that a vehicle is damaged in the refuelling process, we carry multiple comprehensive insurance policies to cover any damages incurred.