



## DELIVERY POLICY

A picture of your house fill location and tank are required prior to receiving the first delivery. Please send the pictures to our email [Info@supremeoil.us](mailto:Info@supremeoil.us) on the Subject line please include the delivery address. If it is determined that your tank is not safe for delivery, you will be notified immediately.

Delivery dates are estimated. If the preferred date(s) is/are not available or if it is not possible for us to deliver as requested, we will contact you with any need to re-schedule. We cannot assume responsibility should you experience a run-out.

While we make every effort to deliver fuel as requested there are times, due to road conditions or access to properties that prohibit our ability to make the delivery. We cannot assume responsibility should you experience a run-out.

If access to your fuel tank is locked or in a locked building or area, we will be unable to deliver fuel, please make sure on the day of delivery or day before, our driver will be able to access the fill location for your tank. We cannot assume responsibility should you experience a run-out.

If you are on automatic delivery, you should not request fuel unless you are very low or out of fuel and any request for fuel must be for a FILL. When you are on automatic delivery, it is your responsibility to advise our office of any change in your household fuel usage (ie. a new or different heating system installed, a home addition, a sick family member, etc.). If we are not notified of a change in your household status, we cannot assume responsibility should you experience a run-out. Also, if you move or sell the home and fail to notify us in time to avoid an unwanted delivery, the cost of the fuel will be your responsibility. The Company is not responsible for oil spills, leaks or other damages that may result from information that was submitted incorrectly by the customer. This is including but not limited to tank size, tank location, disconnected tanks etc. Company is responsible for the delivery of the product to the receiving pipe or outlet designated by the customer.