



## NEW RESIDENTIAL/COMMERCIAL CUSTOMER REGISTRATION POLICY

As a new customer to Supreme Oil, the following options are available to you, please submit a picture of your house, fill location & address. Email: [info@supremeoil.us](mailto:info@supremeoil.us).

### FUEL TYPES AVAILABLE

- o **Heating Oil** - Only for inside tanks or tanks protected from exterior air
- o **Clear & Dyed ULSD** - For outside tanks, generators, off road/on road vehicle/equipment and others.

### SERVICE AVAILABLE

- o **Supreme installs** all types of home heating systems (not just oil systems)
- o **Supreme services** all fuel types of furnaces, heat pumps and air conditioners (this includes oil, natural gas, propane, and electric systems)
- o **Service Protection Plans** – we can provide boiler/furnace protection. *Contact us for more information.*

### DELIVERY TYPES

- o **Will Call Delivery** - You control when and how much fuel is ordered and delivered. Minimum required 150 gallons
- o **Automatic Delivery\*** - Supreme monitors fuel usage and delivers fuel automatically when needed (tank(s) must be filled at each delivery). If you run out of fuel, due to our error, during regular business hours, delivery will be made immediately. If you run out after business hours, 10 gallons of heating oil will be delivered by a service tech, there will be no service fee, you pay only for fuel and your regular delivery will be made the next business day.

*With automatic delivery, it is your responsibility to notify us of any changes in consumption, we assume no responsibility for run outs if:*

- You use an alternate heat source; we cannot guarantee you will not run out.
  - The addition of a new room or rooms.
- Change in household: retirement, an elderly parent or new baby.
  - Installing or removing an oil-fired hot water tank.
- Going on an extended winter vacation.

***\*If you move or sell your home, and are on automatic delivery, it is your responsibility to contact us immediately of the change. If we are not notified, any subsequent fuel delivery will be billed to you and due from you.***

### PLANS AVAILABLE

- o **Fixed Plan** – Allows customers to lock in their price for the heating season, see our plans for more details.
- o **PRE-BUY Plan** – Allows you to pre-purchase fuel, provides price protection on fuel. Payment in full is due at the time of enrollment. After May 30th, any unused fuel for season is credited to your account only. There are no refunds for this plan, please see plans for more details.

**Supreme Oil & Service Corp.**  
**75 South Broadway Suite 400 White Plains NY 10601**  
**Tel: 914-893-4800 I Fax: 914-893-4170**  
**Email: [info@supremeoil.us](mailto:info@supremeoil.us)**



#### TERMS & CONDITION

When registering as a new customer, if you would like to apply for credit terms, please check the box indicating your request and you will be contacted by our credit department to gather additional information to process your request. You will be notified with our decision by phone or in writing.

It is important to verify all your information. Please notify us if your Billing Address is different than the delivery location, this information must be documented properly.

Our first delivery to your location requires a fuel tank inspection to confirm it is in good working order. Access to the tank must be made available or we will be unable to deliver fuel.

Our hours vary by office but are typically 8:00 AM to 5:00 PM Monday through Friday during the winter season and 8:00 AM to 12:00 PM during the summer season. Answering service is available for emergency after hours.

I agree to buy oil exclusively from SUPREME OIL & SERVICE and to pay all invoices within 10 days of being billed. I understand that I may be charged a late fee when I fail to pay promptly. If my account balance exceeds \$400, SUPREME OIL & SERVICE has the right to stop delivering fuel and servicing equipment until the balance is paid. I agree to notify SUPREME OIL & SERVICE in a timely manner when a change occurs that might affect fuel consumption. If my annual consumption of fuel is less than 750 gallons, I agree that SUPREME OIL & SERVICE has the right to refuse service. I agree if I have more than one tank on my property, whether active or inactive, it is my responsibility to label all the tanks to prevent accidental delivery to the incorrect tank. SUPREME OIL & SERVICE is not responsible for delivery to an incorrect tank unless the tank is clearly marked or our office has a record of multiple tanks. I agree to clear the path to my storage tank fill pipe during snowy or icy weather (SUPREME OIL & SERVICE drivers are prohibited from shoveling snow or cleaning the path). I agree that if SUPREME OIL & SERVICE cannot deliver due to an obstructed path, that I will pay \$40 for the unsuccessful delivery. I am responsible for measuring the oil in my storage tank when a snowstorm is on the way. SUPREME OIL & SERVICE is responsible for the delivery of the fuel to the receiving pipe or outlet designated by me, the customer. I agree that neither SUPREME OIL & SERVICE nor its employees or agents shall be liable under any circumstances for damages resulting from leaks or for the failure of the receiving tank or associated piping, or any other matter. I agree that SUPREME OIL & SERVICE shall not be responsible for previously existing problems of my heating and/or cooling system(s), no matter when such problems are discovered. I agree that if a problem develops involving any portion of my heating and/or cooling system(s), or any consequential damages from that problem that is not explicitly covered by any agreement between SUPREME OIL & SERVICE and me, that I will seek remedy against other installers or service providers and my own insurance, if any. Where applicable, I agree to work with SUPREME OIL & SERVICE to resolve any problems and I agree to supply proof that I have exhausted other remedies for recovering losses, and to provide SUPREME OIL & SERVICE with all pertinent information. If SUPREME OIL & SERVICE begins legal action against me to recover a debt owed to SUPREME OIL & SERVICE, I shall be responsible for all expenses associated with the collection of that debt, including but not limited to process service fees, court costs, and attorney's fees. I can terminate my contract at any time and will be subject to a \$500 cancellation fee. If I wish to terminate my contract with SUPREME OIL & SERVICE, I will give a written termination notice to SUPREME OIL & SERVICE. I will do this in a timely manner so that any special request, such as issuing a request to have the contents of a fuel tank measured to create a statement necessary for a house closing, can be scheduled. I agree that if my oil storage tank runs out of oil due to my late payment status, SUPREME OIL & SERVICE will not be responsible for any damages. Such written termination notice shall not affect any right of claim SUPREME OIL & SERVICE has against me until all debts owed to SUPREME OIL & SERVICE are fully paid. SUPREME OIL & SERVICE has the right to terminate my contract for non-payment and/or just cause pursuant to its by-laws. Please note, there will be a % 2 convenience fee on credit card payments.

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