

Application to join our Automatic Top Up Service



Planned Oil deliveries to suit your needs

Account Number:		Date:	
Title (Mr/Mrs/Ms/Other)	Forename:	Surname:	
Address:			
Postcode:			
Delivery Instructions: (i.e. location of tank/house if difficult to locate)			
Telephone (Landline):		Telephone (Mobile):	
Email:		Best way to inform you of next day delivery: (please tick) <input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Text	
Tank Capacity:			
Volume of oil currently in tank:		Actual:	Estimated:
Annual consumption:		Actual:	Estimated:
Type of oil required (please tick)*:	<input type="checkbox"/> Kerosene	<input type="checkbox"/> Keromax	<input type="checkbox"/> Agamax
Heating oil used for:	<input type="checkbox"/> Heating	<input type="checkbox"/> Hot Water	<input type="checkbox"/> Aga/Rayburn <input type="checkbox"/> Swimming Pool <input type="checkbox"/> Other
Any other form of heating (i.e. wood burner)			
Please indicate the months in which you require a Top Up delivery:			
Jan <input checked="" type="checkbox"/>	Feb <input checked="" type="checkbox"/>	Mar <input checked="" type="checkbox"/>	Apr <input checked="" type="checkbox"/>
May <input checked="" type="checkbox"/>	Jun <input checked="" type="checkbox"/>	Jul <input checked="" type="checkbox"/>	Aug <input checked="" type="checkbox"/>
Sep <input checked="" type="checkbox"/>	Oct <input checked="" type="checkbox"/>	Nov <input checked="" type="checkbox"/>	Dec <input checked="" type="checkbox"/>
How did you hear about WCF Changers? (Please tick all relevant boxes)			
Newspaper <input type="checkbox"/>	Internet <input checked="" type="checkbox"/>	Radio <input checked="" type="checkbox"/>	Yellow Pages <input checked="" type="checkbox"/>
Promotional Event <input checked="" type="checkbox"/>	Other (please specify) _____		
*I authorise WCF Changers to fill-up my tank as indicated and agreed above. This will continue until cancellation is received in writing from myself or from WCF Changers. Deliveries may be carried out in my absence.			
Signed:		Print Name:	Date:

PAYMENT ON MONTHLY DIRECT DEBIT

The monthly direct debit payment will be calculated using your annual consumption and advised by letter. We will require 2 direct debit payments into your account before they can be used against an order. Should you require a delivery before then please call and place the order with payment in full on a debit or credit card. All new direct debit applications will be subject to a credit check.

Direct Debit Instruction



WCF Changers, Warren Way, Alma Park, Grantham, Lincs. NG31 9SE

1. Please write the full postal address of your bank in the box below

To: The Manager	Bank/Building Society
Address	
Postcode	

2. Branch Sort Code

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3. Bank/Building Society Account Number

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4. Name(s) of Account Holder(s)

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5. Starting Amount 1st 15th 25th 30th of the month
Banks may refuse to accept instructions to pay Direct Debits from some types of account.



Identification Number

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Customer Number

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Your instructions to the Bank, I instruct you to pay direct debits from my account at the request of WCF Changers. The amounts are variable and may be debited on various dates.

I understand that WCF Changers may change the amounts & dates only after giving me prior notice. I will inform the Bank in writing if I wish to cancel this instruction.

I understand that if any direct debit is paid which breaks the terms of this instruction the Bank will make a refund.

Signature(s)	Date
	Date

Top-Up Scheme Agreement

Terms and conditions

1. We operate a planned delivery service known as our “Top Up” service, whereby we “top-up” your tank according to an agreed delivery cycle; this service is referred to in these Conditions as the “Planned Delivery Service”.
2. Our deliveries are based on our agreed delivery cycle. If you anticipate that there is likely to be a material change in your storage capacity or pattern of consumption of the Goods (for example, you buy a new, smaller, tank or you extend your property) then you must notify us so that we can take such factors into account.
3. We will use our best efforts to ensure (based on the provisions above) that you do not run out of oil. However, we cannot guarantee this (especially in periods of high use such as the winter when it can be very difficult for our drivers to make as many deliveries, safely and as may be required) and it is important that you do, from time to time, take a look at the fuel level in your tank and if you believe that you are due to run out of oil or anticipate any material fluctuations in demand that you let us know as soon as possible so that we can arrange to make the required deliveries to you.
4. If you realise that you have run out of (or are about to run out of) oil then you should contact us by telephone and we will use our best efforts to make an urgent delivery of oil to you.
5. For Domestic Customers only: Whenever we make a delivery to you pursuant to the Planned Delivery Services our driver will leave with you (or post to your premises as appropriate) a meter stamped delivery note which sets out delivery volume (and in the absence of any clear evidence to the contrary, the volumes shown on this note will be deemed to be the quantity of the Goods that we delivered to you).
6. Termination of the Planned Delivery Service: (a) We will provide the Planned Delivery Services on a continuing basis unless or until it is cancelled by either party giving the other not less than 2 weeks prior written notice. (b) We may stop providing the Planned Delivery Services at any time if you fail to make payment of any sums which are due to us or you are otherwise in breach of any of your obligations under the conditions.
7. We plan our deliveries based around our estimate as to your requirements and so if you purchase fuels from another supplier and we are not aware of this; then this may result in wasted time and costs being incurred by us when we come to deliver the estimated volume of the Goods that we believe you will require. You therefore agree not to place orders with another supplier during the term of the agreement, provided that if you contact us regarding an urgent requirement for the Goods and we are unable to fulfil the same within a reasonable time period then you may in those limited circumstances place a one-off order with a third party supplier. If we identify that you have placed an order with another supplier so that we cannot deliver the relevant volume of the Goods to you then we may, in addition to any other rights we might have, invoice you in relation to our reasonable wasted delivery costs.
8. If you are no longer resident in a property or vacate your premises then you must give us at least 7 days advance written notice of any change of address. If you fail to do this and a delivery is made to your old address then you are obligated to pay for the cost of the Goods delivered to that address.
9. The Storage tank must comply with WCF Changers requirements for delivery in a safe and environmentally responsible manner. In the event of any tank not meeting Health, Safety and Environmental standards, WCF Changers will advise the customer of the required improvements and deliveries under the Agreement will be suspended until remedial work has been completed.
10. All new customers will be required to pre-pay in full their 1st delivery. Existing budget plan customers, normal terms apply. Existing credit customers, payment due 15 days from date of delivery in accordance with normal terms of settlement. If any payment is returned unpaid by the customer’s bank or the customer’s account becomes overdue, deliveries under the Agreement will be suspended until full payment has been received and credit terms are resumed. No liability will be accepted by WCF Changers for any consequences arising.