

# F A Q



## New to heating oil?

### Which heating oil should I order?

The majority of boilers use regular kerosene, often known as "Domestic Heating oil" or "The 28 second oil". We can also supply premium oil which is designed to improve efficiency. Many customers who have an AGA choose this option. If you are unsure which oil you should be ordering please check with your boiler service engineer.

### How much can I order?

The minimum order fuel suppliers can deliver by law is 500 litres. You can order anything over this amount in quantities of 50's. If you have a large tank and order over 2,300 litres for domestic use, please fill out a VAT declaration before you order so you can qualify for the correct VAT.

### How much VAT is applied to heating oil?

Domestic customers are charged at 5% when ordering 2300 litres or under.

### What happens if I order too much?

The driver will inspect your tank and fill as close to the amount you have requested or to the full level on the tank. It's down to driver's discretion to ensure the delivery is safe. You will only be charged for the amount in the tank. For example, if you order 800 litres but the tank only has room for 650 litres and you have already paid, you will get a credit back to the card you originally paid with once your account has been reconciled.

### How do I know I have received the amount of oil I ordered?

Every oil tanker has a meter which is checked and approved by trading standards frequently. The delivery ticket records the start reading, end reading and the quantity dispensed.

### Do I need to be at home for delivery?

As long as there is clear access to your tank our suppliers can deliver without you being present. You will be left a delivery note which is normally placed through the letter box.

### How do I pay?

Pay Affinity directly. Please see our payment options.

### What is PPL?

PPL is pence per litre ex VAT.

### Do you offer a monthly prepayment plan?

Yes – please see our payment options.

### How often should I check the tank?

We would recommend weekly. A visual check of the tank condition, check for any cracks, rust and the volume in the tank. This will help you plan ahead for your deliveries.

### What should I do before ordering?

- Check the amount in your tank
- Check the condition of your oil tank
- Clear precise delivery instructions
- Check our Tanker Type leaflet so you can request the correct lorry for delivery
- Ensure that all necessary vehicular access is clear to your premises
- Ensure your boiler or AGA has been serviced regularly
- Be specific in the product you are ordering to ensure it is compatible with your boiler or AGA

Please be aware all our suppliers reserve the right to refuse delivery to tanks that are damaged or not properly maintained. In the event of failed deliveries or late cancellations you may incur a charge.

### Can I get a monitoring device?

Yes – Affinity is able to offer a range of options please contact Affinity to discuss.

### How has water got into the tank?

Water in the tank can contaminate your fuel but unfortunately it is hard to avoid. Condensation and leaks are often the cause which builds up over time. Usually you will only know if there is water in your tank when your boiler or AGA fails to work. When servicing your boiler/AGA annually this should include a tank inspection with a water dip made. If water is found your engineer should be able to remove the water using an absorbent tank sponge.





# Payment options



## 1. Direct Debits

We strongly encourage customers to set up a Direct Debit as the preferred payment method. This has advantages, most importantly to you, the customer:

- No need to pay at time of order
- You will only be charged for the oil volume delivered to your tank
- Extended credit terms, money is drawn on or shortly after the 24th of the month following the invoice date
- An invoice along with a statement will be sent
- Access to monthly pre-payment plan (see below)

Please note that the Direct Debit guarantee provides strict safeguards, including your entitlement to a full and immediate refund in the unlikely event that an error is made by AF Affinity. You can also cancel the direct debit at any time by contacting your bank.

Under this system, no money will be taken until the oil has been delivered and you have been sent the invoice. A statement of account will also be sent, and payment will then be taken on or shortly after the 24th of the month following.

Until the Direct Debit is set up, you will need to pay for your order by card.



## How does it work?

- Your agreed monthly prepayment amount will be drawn by Direct Debit on the last working day of the month
- In the month where an order is placed and the credit accrued by your regular payment doesn't fully cover the invoice amount, the balance of the invoice will be drawn on or shortly after the 24th of the month following the invoice date
- In the month that you order, we will draw one more regular prepayment on the last working day of that month

You can opt out of the plan at any time by writing to us. Any accrued monies, subject to any outstanding amount due, will be repaid to you. Any amount outstanding would be due in full at the time of opting out.

To take advantage of the prepayment plan please complete and return both the Direct Debit mandate and prepayment plan application forms by post.

## 3. Card payment

You can either pay by debit or credit card at the time of order. There are no additional charges for credit cards.

Please note by setting up a Direct Debit you will be able to access more products and services via AF Affinity. Helping you save on home and lifestyle purchases. To find out more please contact Affinity.



## 2. Monthly fuel prepayment plan

Save towards the cost of your next fuel delivery by depositing a regular fixed amount each month. You can make a contribution from as little as £25 per month, this will help lighten the load when it comes to ordering your next heating oil via AF Affinity. Putting aside a regular monthly amount during the summer and autumn months when usage is typically lower, will help you to keep ahead of the winter demand.

As a guide, we suggest below what amount to set for your regular monthly payment:

Average litres consumed per annum	Suggested monthly payment:
500	£25
750	£35
1000	£45
1500	£70
2000	£90

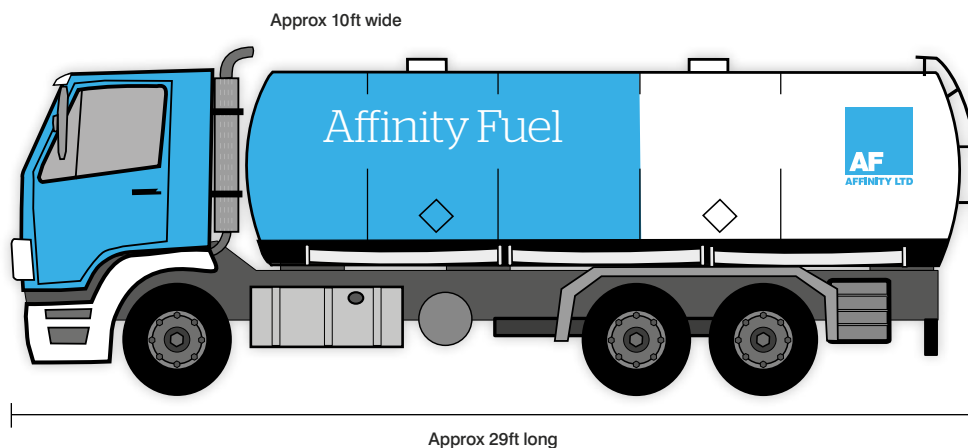


# Tanker type



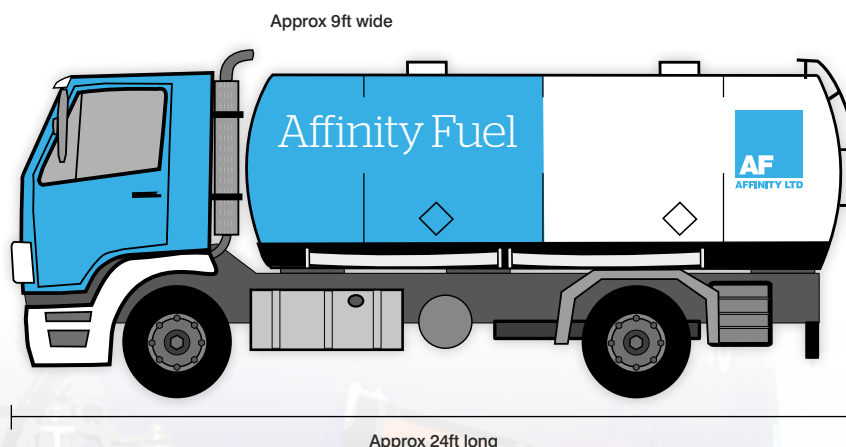
## Standard

Able to access areas which do not have any route restrictions



## 4-Wheeler (Medium)

For use in areas which have restricted access to the property



## Baby Tanker (Small)

For use in areas restricted by narrow roads, entrances and turning. Limited availability and delivery times may be extended

