

WHAT DOES YOUR DISTRIBUTOR EXPECT FROM YOU?

In order to make the delivery process run smoothly a distributor will expect the following from their customers:

1. All of the relevant information for an order be given when the order is placed. This can include address, volume and timeframe required and whether you will be there when the delivery is made.
2. If asked, please provide accurate tank gauge readings. Please also inform the distributor if there is a vulnerable person living at the address. If there is, you should consider signing up for the Cold Weather Priority Scheme with your local UKIFDA Member.
3. Have easy and safe access to the tank or filling point. You should ensure that any site-specific issues (such as location of tank, unrestrained dogs or locked gates) are raised at the time of placing the order.
4. Have a safe storage system into which they can discharge the heating liquid fuel. This includes there being sufficient room in the storage tank to receive the order, the tank being properly installed and in good condition – the best ones will be double skinned. More information can be found on the UKIFDA website.



THINK SMART!

A distributor may still make a reasonable charge on you to cover the delivery cost even if no liquid fuel is delivered. When you place your order check whether your distributor will charge in these situations.

A delivery might be stopped because a distributor:

1. Cannot gain access to your tank or filling point
2. Has concerns regarding health and safety or environmental issues which can be attributed to a customer or their installation.

3. Finding that there is not room in your tank for the delivery, or

4. They cannot fit all of that order into your tank.

Do not place orders with more than one distributor at a time. If you place orders with two or more distributors at the same time, then they are within their rights to deliver the liquid fuel and request payment or charge a reasonable amount for the aborted delivery.