



Strictly Confidential Customer Information

BUSINESS DETAILS

Legal Entity	
Trading As	
Fiji Gas Customer Number	
Parent Company (if applicable)	
Physical Outlet Address:	
Postal Address:	
Mobile and Landline Contact:	
Alternative Phone Contact	
Email Contact	

OWNERSHIP DETAILS

NAME	ADDRESS	PHONE CONTACT	TIN NUMBER

ON-SITE MANAGERS DETAILS

Manager/Contact person Name	
Phone Contact:	
Email Contact	
Finance Officer/Manager Name	
Phone Contact	
Email Contact	

SUPPORTING DOCUMENT

Copy of Business Certificate of Re-Registration	
Copy of Business TIN letter	
Copy of Photo IDs of Manager & Directors	
Copy of Directors TIN	
Copy of Foreign Investment Certificate (<i>if Foreign Investor</i>)	

FIJI GAS PTE LTD | TERMS AND CONDITIONS

TERMS OF SALE

Safety in Handling LPG

The customer will ensure that each of the Customer's employees, contractors and customers are adequately warned and instructed as to the known dangerous qualities of LPG, and safety handling procedures; At all times handle LPG in a safe and proper manner and take all reasonable precautions to prevent misuse and damage; all property, title and risk in respect of LPG shall pass to the customer upon delivery of LPG into equipment on the Premises.

Indemnity

Each party (the "Indemnifying Party") shall indemnify and hold the other party harmless against all actions, claims, lawsuits, losses, penalties, fines, liabilities or damages of whatever nature arising directly from the Indemnifying Party's breach of this Agreement, or negligent act or omission of its directors, employees, agents or contractors.

Assignment

Both parties shall not assign any of their rights and obligations without the prior written consent of the other party, such consent not to be unreasonably withheld.

Force Majeure

If the performance or observation by either party of its obligations (or any of them) is prevented, restricted or interfered with by reason of any force majeure, the relevant party shall upon prompt notice of such force majeure being given to the other party, be excused from such performance or observance to the extent of such force majeure. The term force majeure shall mean act of GOD, strike, lockout, ban and limitation of work, or other industrial disturbance, act of the public enemy, war, blockade, riot, lightning, fire storm, flood, explosion, governmental restraint, shortage or unavailability of equipment or supplies or any other cause beyond the control of the relevant party.

Waiver

Failure by either party to insist upon strict performance of any terms or conditions of the Agreement shall not be taken to be a waiver thereof or of any rights in relation thereto **AND IN ANY EVENT** shall not be taken to be a waiver of the same terms and conditions on any subsequent occasion.

Expenses and VAT

All invoices shall satisfy the requirement of the VAT provisions regarding tax invoices and where required; adjustment notes shall be provided.

Governing Law and Jurisdiction

The law of the agreement is the Republic of Fiji and the parties submit themselves to the jurisdiction of the Courts of for all proceedings arising from this Agreement.

TERMS OF CYLINDER EXCHANGE PROGRAM

Customers that utilise Cylinders under the Cylinder Exchange program will incur penalties for cylinders that are exchanged with defects as defined by the applicable LPG gas cylinder testing Standard AS 2030.1—2009. If the cylinder(s) exceeds the rejection criteria below; it will be deemed unsuitable for further use and will be made permanently condemned from service. This will result in the forfeit of any possible refund or exchange for a new cylinder. The cylinder should be free from any defects (rejection criteria) as such as the following: (1) Dents or swelling of the cylinder walls (2) Excessive corrosion (3) Presence of any cracks or cuts (4) Damage from heat or fire (5) Unauthorized modifications

TERMS OF RETURNS AND REFUNDS OF CYLINDERS

Customers may return their cylinders to Fiji Gas at any time and be entitled to a refund of the Usage Fee. This will only be based on the following criteria and the value to be based on the pricing structure as indicated on the receipt (normal or wholesale price)

Cylinder visual inspection: If the cylinder(s) exceeds the rejection criteria; it will be deemed unsuitable for further use and will be made permanently condemned from service. This will result in the forfeit of any possible refund.

Proof of Purchase within 12 months: A full refund applicable for cylinders returned within 12 months from the date of first issue, if the Customer can present proof of purchase (original invoice/photo of original invoice) or indicate exact date of purchase which is then to be verify by the Finance department.

No Proof of Purchase OR more than 12 months old: A partial refund applicable for cylinders returned with no proof of purchase or if more than 12 months old based on the current application Refund Policy

CREDIT ACCOUNT TERMS & CONDITION

- A new customer wishing to purchase on credit, will need to comply with the Fiji Gas's Credit Policy.
- The person/s named as applicant apply for a supply of LPG from Fiji Gas Limited.
- You acknowledge that we may reject your application for supply of LPG.
- You agree that information obtained as a result of the completion of this form will be held by us and our agents and contractors at their business premises and will be used for the purpose of supplying LPG to you.
- You consent to us disclosing this information for the purpose of making credit checks and obtaining credit references and for other purposes relating to the supply of LPG to you, if required.
- Under the Financial Transactions Reporting Act 2004 we have the right to obtain to keep correct information held tell us.
- You must notify us of any changes to your details immediately.
- In consideration of the provision of LPG to you on credit, you:
 - assign us all of your right, title and interest in all of your present and after acquired LPG until paid; Give us a deposit for all LPG supplied and Equipment installed, if deemed necessary
- Those customers who intend to pay off their credit accounts using large amounts of cash (\$10,000 FJD and more) must:
 - Advise the source of funds
 - This information must be recorded on the receipt of that transaction

-Financial Transactions Reporting Regulations 2007 threshold for occasional customers for cash transactions
-Financial Transactions Reporting Act threshold for cash or equivalent transactions
- 7-day, 14-day, 30-day or fill-to-fill terms are approved based on the volume of sales and on past payment history.
- Changes to the approved term will be based on ability to pay or penalties from non-payment
 - Rate of Interest to be charge on default of term is 2% of total outstanding amount

DEBT RECOVERY PROCESS

Mth	Document	Day	Fiji Gas Credit Process	Customer Actions
1	Invoice	Nil	Purchases throughout the month with customer having 30 days to pay from the statement date.	Customer to prepare for payment
2	Statement	1st day of month 2	Statement mailed to customer Validation process - Customer and Fiji Gas to resolve any purchase discrepancies	Customer to arrange for payment
3	Reminder Notice	1st day of month 3	Reminder Notice - mailed to customer to clear outstanding within the next 14 days	Customer to make payment immediately
3	Demand Notice	15 th day of month 3	Demand Notice - will be hand delivered to customer. Customer will be given 14 days to clear account Default fees of \$100 and a penalty interest of 2% on overdue account will be debited to your account on a monthly basis. Customers 30-day account to be reduced to 14 or 7-day accounts going forward	All transactions to be conducted on Cash Only basis
4	Suspension	1st day month 4	Suspension Notice - mailed/hand delivered to customer	Stop Supply to be imposed on customer account
4	Legal	1st day of month 4	Legal proceedings shall be initiated upon discretion of management Legal costs shall be charged to customer	Customer to liaise directly with FG lawyers

Credit Term

COD 7 Days 14 Days 30Days Fill to Fill Other

Credit Limit

\$

I have read the above terms and conditions of sale, which may vary from time to time and agree to the same for all transactions to be done with the company.

Executed for and on behalf of (company name)

Name	Position
Signature	Contact
Date	Time

INTERNAL USE ONLY**BUSINESS DETAILS**

Customer Trading Name

Customer Number

BUSINESS SEGMENTATION

LPG requirement

 Bulk Cylinders Metered

Meter Number

Customer Segmentation

Auto-Gas
 Forklift *Service Station*
 GPAC
 Commercial
 Restaurant *Tourism* *Bakery & Sweets*
 Commercial Kitchen *Commercial*
 Industrial
 Manufacturing *Laundry*
 Crematorium *Engineering*
 Reseller
 Supermarket *Convenience* *Service Station*
 Residential
 Cylinder *Metered*

Estimated monthly Volume

LPG INFRASTRUCTURECylinder Cage On-site Details
(if available)

No of cages: _____

Cage Size: _____

Cage Serial No: _____

Bulk Tank & Piping Details

 50kg 90kg 210kg 0.5ton 1 ton 2 ton 3 ton 5 ton

Other tank Size: _____

Meters: _____

SRV serial number/date

Tank serial number/date

OPERATIONS SECTION UPDATE (Physical Delivery Location)

Terminal	
Town	
Suburb	
Geo Tag Location (Coordinates)	
<ol style="list-style-type: none"> 1. Open the Google Maps app Maps. 2. Search for an address. Or drop a pin by tapping and holding a place on the map. 3. At the bottom, tap the name of the place. 4. Tap Label. 	
Truck Route (Area)	
Delivery Schedule (Days)	

ENGAGEMENT MATRIX

Position	Fiji Gas	Customer
Sales Rep		
AR / Payment Rep		
Manager		
Finance Manager		
Sales Manager		
Operations Manager		
CEO		

Data collected on behalf of **Fiji Gas Pte Limited** by:

Name		Position	
Signature		Contact	

System updated on behalf of **Fiji Gas Pte Limited**

Name		Position	
Signature		Contact	