



Fuelogix (Pty) Ltd

Address: Duville, D'Urbanvale, Cape Town

Tel: +27 21 330 5570 / +27 82 312 7533

Email: [paige@fuelogix.co.za](mailto:paige@fuelogix.co.za)

Web: [www.fuelogix.co.za](http://www.fuelogix.co.za)

Wholesale #: W/2014/0200

## CUSTOMER APPLICATION FORM

**Terms: Strictly PRE-PAID (COC) – Self Collection**  
**UNLESS OTHERWISE AGREED IN WRITING**

Thank you for your interest in becoming a customer of Fuelogix (Pty) Ltd. To ensure a transparent and secure procurement process, we kindly ask you to complete the attached registration form. By submitting your company information, you consent to our buyer vetting process, demonstrating your commitment to compliance, integrity, and due diligence. This step is essential in fostering a trustworthy and accountable business relationship. We appreciate your proactive approach and look forward to reviewing your application. Should you have any questions, please do not hesitate to contact us.

### Company Information:

|                                      |  |
|--------------------------------------|--|
| 1. Company Registered Name:          |  |
| 2. Company Trading Name:             |  |
| 3. Registration No.                  |  |
| 4. VAT No.                           |  |
| 5. Tax No.                           |  |
| 6. Type of business (please select): |  |
| 7. Import Registration No.           |  |
| 8. Company Tel:                      |  |
| 9. Company Physical Address:         |  |
| 10. Banking Details:                 |  |

### Company Ownership:

|                   |  |                   |  |
|-------------------|--|-------------------|--|
| Full Name:        |  | Full Name:        |  |
| ID / Passport No. |  | ID / Passport No. |  |
| Telephone No.     |  | Telephone No.     |  |
| Mobile No.        |  | Mobile No.        |  |
| Email:            |  | Email:            |  |

|                   |  |                   |  |
|-------------------|--|-------------------|--|
| Full Name:        |  | Full Name:        |  |
| ID / Passport No. |  | ID / Passport No. |  |
| Telephone No.     |  | Telephone No.     |  |
| Mobile No.        |  | Mobile No.        |  |
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### Product Requirments

| Product Name: (E.g. Diesel) | Specification: (E.g. D50) | Volume per month: | Loading Location: (E.g. Durban) |
|-----------------------------|---------------------------|-------------------|---------------------------------|
|                             |                           |                   |                                 |
|                             |                           |                   |                                 |
|                             |                           |                   |                                 |
|                             |                           |                   |                                 |
|                             |                           |                   |                                 |
|                             |                           |                   |                                 |

### Please supply copies of the following with your application:

1. Company registration documents.
2. Proof of address for the company, not older than 3 months.
3. Proof of company banking details, not older than 3 months.
4. Identity documents of Directors/Owners or Copy of Passport.
5. Fuel wholesale certificate.
6. Company resolution.

By signing this application for onboarding, you authorize Fuelogix to conduct the necessary inquiries that ensure an all-inclusive due diligence on the company and its owners. This authorization is a standard procedure that allows Fuelogix to verify the legitimacy and operational integrity of the business, as well as the credibility of the individuals associated with it. It is designed to protect both the company and its clients by ensuring compliance with legal and regulatory standards, and by mitigating potential risks associated with business operations. Your cooperation in this process is greatly appreciated and is vital for maintaining the highest standards of business practice.

|  |  |
|--|--|
| Authorised signatory full name, duly authorised on behalf of the applicant |  |
| Full name:_____ Title/Position:_____                                       |  |
| Signature: _____   |  |

It is essential to understand that each transaction is subject to individual evaluation and must adhere to the compliance frameworks applicable. These frameworks are designed to ensure that organisations operate within legal and regulatory standards, thereby mitigating risks and maintaining ethical practices. This is to maintain the integrity and reliability of our operations. Adherence to these guidelines is not only a legal obligation but also a commitment to ethical business conduct, which can significantly reduce the risk of financial penalties and reputational damage.

Please sign acceptance of our terms and conditions included herein, below.

## FUELOGIX (PTY) LTD

### GENERAL TERMS AND CONDITIONS

#### 1. Introduction and Legal Status

**1.1** Fuelogix (Pty) Ltd ("Fuelogix") with registration number 2013/1603701/07 is a licensed wholesale fuel supplier operating under authorisation of the **Department of Mineral Resources and Energy (DMRE)** of the Republic of South Africa with licence number W/2014/0200.

**1.2** These General Terms and Conditions ("Terms") govern **all transactions, services, and engagements** between Fuelogix and its customers ("the Client"), unless expressly agreed otherwise in writing.

**1.3** By placing an order, making payment, upliftment, or using any Fuelogix service or platform, the Client **irrevocably accepts** these Terms.

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#### 2. Scope of Business

**2.1** Fuelogix supplies bulk petroleum products including, but not limited to, **diesel, petrol, and illuminating paraffin**, primarily on a **Customer Own Collection (COC)** basis from recognised terminals across South Africa.

**2.2** COC transactions generally apply to **full truckloads of 39,000 litres or more**.

**2.3** Fuelogix may, at its discretion, facilitate **logistics and delivery services** on behalf of the Client under **CFD (Cash for Delivery)** terms.

**2.4** Fuelogix does not engage in speculative trading, fuel blending, adulterated fuels, or unverified supply chains.

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#### 3. Customer Onboarding, Compliance & Verification

**3.1 All Clients must be formally onboarded** prior to any transaction.

**3.2** Fuelogix compliance requires Clients to provide **accurate, current, and verifiable business information**, including but not limited to:

- Company registration documents
- Shareholder and director details (ultimate beneficiary details)
- Physical and postal address
- Authorised contact persons
- Banking details

**3.3 Proof of address and banking confirmations may not be older than three (3) months** at the time of submission.

**3.4** Fuelogix reserves the right to **re-request updated documentation at any time** for tracing, verification, audit, or regulatory purposes.

**3.5** Failure to comply with onboarding or verification requirements may result in **suspension or refusal of service** without liability to Fuelogix.

## 4. Orders and Order Placement

**4.1** Orders may be placed via **email, WhatsApp, or the Fuelogix App** (where applicable).

**4.2** Each order must include:

- Product type
- Volume
- Loading terminal
- Transporter details
- Purchase order or reference

**4.3** Orders submitted via WhatsApp will only be accepted if sent by an **authorised contact** listed during onboarding.

**4.4** For CFD orders, Clients must additionally provide:

- A completed site inspection form
- Accurate GPS pin location

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## 5. Payment Terms

**5.1** Fuelogix operates **primarily on a prepayment basis**. No fuel will be released without **cleared funds**.

**5.2 COD (Cash on Delivery)** terms are **not standard** and may only be extended to Clients with a proven and reputable trading history with Fuelogix.

**5.3** No credit facilities are available to new Clients under any circumstances.

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## 6. Interest on Outstanding Amounts

**6.1** Any amounts outstanding and unpaid after the due date shall accrue interest at a rate of **5% above the South African REPO rate**.

**6.2** Interest shall be **calculated on the total outstanding balance** and **charged every fourteen (14) days**, compounded.

**6.3** Fuelogix reserves the right to suspend services until all outstanding balances, including interest, are settled in full.

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## 7. Release Deadlines

**7.1** Same-day release orders must be placed **one business day in advance**.

**7.2** Payment must reflect at a specific supply channel deadline for same day release.

**7.3** Release notes are generally issued between **12h00 and 18h00**.

**7.4** Payments received after supply channel deadlines will roll to the next business day.

## 8. Overlifting, Under lifting & Reconciliation

- 8.1 Clients must submit the **Bill of Lading (BOL)** immediately after upliftment.
  - 8.2 Under lifting results in a credit; overlifting results in an invoice.
  - 8.3 All billing is based on **net litres at 15°C** as per the official BOL.
  - 8.4 Credits are **supply-channel specific** and may not be cross-applied.
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## 9. Refunds

- 9.1 Refund requests must be submitted in writing.
  - 9.2 Refunds may take **7–21 business days**, subject to supplier reconciliation.
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## 10. Product Source and Quality

- 10.1 Fuelogix supplies fuel sourced exclusively from **recognised oil majors and licensed importers**.
  - 10.2 Fuelogix does **not compete with or supply adulterated or blended fuels**.
  - 10.3 Terminal-issued quality certificates and BOLs are deemed final and conclusive.
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## 11. Fuelogix App – Terms of Use

- 11.1 The Fuelogix App is currently in a **testing / beta phase**.
  - 11.2 Availability, functionality, and features may change without notice.
  - 11.3 Use of the App is at the Client's own risk and does not replace formal confirmations, invoices, or release documentation.
  - 11.4 Fuelogix accepts no liability for losses arising from reliance on beta-stage app data.
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## 12. Data Protection & POPI Act Compliance

- 12.1 Fuelogix complies with the **Protection of Personal Information Act, 2013 (POPIA)**.
- 12.2 Client information is collected solely for **trade, compliance, verification, and regulatory purposes**.
- 12.3 Fuelogix undertakes to:

- Protect confidential and personal data
- Prevent unauthorised access
- Not sell or misuse Client information

- 12.4 Clients consent to the lawful processing and storage of their information by Fuelogix and its compliance partners.

## 13. COC (Customer Own Collection) Terms

**13.1** All self-collection transactions are governed by the **Fuelogix COC Terms and Conditions**, which form an **integral part** of these General Terms.

**13.2** Clients collecting fuel assume **full responsibility for transport, safety, compliance, and post-collection risk**.

**13.3** Fuelogix bears no liability once fuel is released at the terminal.

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## 14. Cancellation Policy

**14.1** Orders may be cancelled prior to release.

**14.2** Post-release cancellations are subject to supplier, storage, and transport costs.

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## 15. Governing Law & Dispute Resolution

**15.1** These Terms are governed by the laws of the **Republic of South Africa**.

**15.2** Disputes shall first be resolved amicably, failing which they shall be referred to **AFSA arbitration**, seated in Cape Town.

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## 16. Acceptance

By proceeding with any transaction, payment, upliftment, or use of Fuelogix services or platforms, the Client **confirms acceptance** of these General Terms and Conditions and warrants that all onboarding information is accurate and current.

|  |
|--|
| Authorised signatory full name, duly authorised on behalf of the applicant |
| Full name: _____ Title/Position: _____                                     |
| Signature: _____   |