



WATSON FUELS' CONTRACT WITH YOU – SERVICE TERMS FOR OUR DOMESTIC TANKSCOUT SERVICE

These Service Terms are subject to and in addition to Our General Terms (please see Our Website at www.watsonfuels.co.uk/terms for details). These Service Terms apply where You receive a Tankscout Device or Tankscout Service.

1. Definitions

When the following words with capital letters are used in these Service Terms, this is what they mean:

Device: Tankscout™, an oil level monitoring device. Further details are available on Our Website: www.tankscout.co.uk

Minimum Term: a period of 36 months from installation of the Device (unless otherwise and explicitly stated and agreed).

Service: the Tankscout™ fuel monitoring services which We are providing to You as set out in these Service Terms.

2. Ownership of the Device

Except where You buy the Device outright, the Device remains Our property. Upon cancellation of the Service We reserve the right to remove and reclaim the Device.

3. Data Signal

The Device uses GPRS connection and built-in SIM technology to communicate the level of oil. The Service is only available if Our service provider's network is successfully received at the point of install. At this time the engineer will be able to establish if the system will work in the area or not and the Service will be cancelled with immediate effect at no cost to You if no signal can be picked up. 98% of the United Kingdom currently will pick up this signal.

4. Services

4.1. Data Collected

We will regularly collect data from Your Device to gauge the volume of Product in Your Tank. You may check this data on Our Website: www.tankscout.co.uk

4.2. Service Provision Period

Unless otherwise explicitly agreed, the Service will be supplied for the Minimum Term or until otherwise terminated in accordance with these Terms.

4.3. Fuel supply

Where You have Ordered Our Automatic Delivery Service, We will deliver Product to You in accordance with the General Terms in such amounts as indicated to Us by the Device, or in an otherwise agreed delivery volume. Where You have not Ordered Our Automatic Delivery Service We will contact You when the Device indicates that the volume of Product in Your Tanks is at a level where a new delivery of Product is advisable.



5. Damage to the Device

- 5.1. Should the Device be damaged by You or a third party then You will be liable for the full replacement and/or repair costs.
- 5.2. If the Device becomes defective during the Minimum Term We will repair or replace the Device at no cost to You. You will return the Device to Us at Our expense following the returns procedure that We will specify at the time of the return. Whilst a Device is defective and until a replacement has been fitted and commissioned Our obligation to provide the Service is suspended. This shall not affect Your obligation to pay the price for the Services unless We fail to supply a replacement Device within a reasonable period of its return.
- 5.3. You must not interfere with the Device or obstruct the operation of Device (or allow it to be interfered with or its operation to be obstructed).

5.4. Engineer visit

Should an engineer visit be required after installation of the Device then Our standard call-out rates will apply.

6. Responsibilities

- 6.1. If We fail to deliver Product or We fail to contact You as required under clause 4.3 of these Service Terms then We will reimburse You for the reasonable costs of a boiler engineer's visit (up to a maximum of £70 plus VAT) to restart Your boiler. We will reimburse You after You have provided a copy of the boiler engineer's invoice. Please let us know in advance if You require a boiler engineer's visit as We reserve the right to organise the visit directly, in which case all charges will be handled between the boiler engineer and Us directly.
- 6.2. You must ensure that the Tank has an accurate and fully functioning meter or gauge as We may not be able to deliver Product to a Tank where measurements can only be taken from the Device.

7. Non-standard installations

In accordance with these Service Terms We shall not charge You for a standard installation of the Device. If We reasonably believe that an installation is non-standard then We reserve the right to charge an additional installation charge.

8. Cancellation

- 8.1. We will provide the Services for at least the Minimum Term. At the end of the Minimum Term We shall continue to provide the Services and You shall continue to pay for the Services unless You cancel the Services by providing Us with 30 days' notice in writing.
- 8.2. You may cancel the Services at any time during the Minimum Term by providing Us with 30 days' notice in writing. If You cancel the Services during the Minimum Term You will pay for the costs of the installation and removal of the Device and the cost of the Device itself (currently £80 plus VAT but this may be subject to change).
- 8.3. If You do not purchase Product from Us during the Minimum Term We reserve the right to cancel the Services and/or remove the Device and You will be liable for the costs of the installation and removal of the Device and the cost of the Device itself (currently £80 plus VAT but this may be subject to change).
- 8.4. If You cancel the Services during the Minimum Term because You are moving home then clause 8.2 of these Service Terms shall not apply provided that You have given Us 30 days' notice in writing.
- 8.5. We may amend these Service Terms from time-to-time by giving at least 30 days' notice in writing; You may cancel the Services if We amend the Service Terms. If You cancel the Services during the Minimum Term because We have (or will have) changed the Service Terms then



clause 8.2 of these Service Terms shall not apply provided that You have given Us 30 days' notice in writing.

