



# Moorland Fuels Heating Account Application

Our account options are designed to make heating your home as easy as possible.

## Which account option would you like to open?

### Budget Account

Monthly repayments are estimated by averaging the amount of oil you will need in a year at current rates.

### Never Run Out Account

Combining the benefits of a Budget Account with a tank monitoring system and automated delivery service.

## FAQ'S

### Q. How can I stay up to date with my account?

A. Regular statements will keep you up to date and you can login at any time to manage your account online.

### Q. Will my monthly payment change?

A. Monthly budget account payments will be reviewed and adjusted quarterly, any amendments to the direct debit amount are subject to a minimum 10 working day notice period.

### Q. If I open a Budget Account am I in a contract?

A. You can stop your budget account option at any time subject to giving us a minimum of 10 working days' notice. Any balances will be debited accordingly and we will need you to contact us to arrange for any amounts in credit to be paid back to you. A Never Run Out account is subject to a 3 year contract.



# Apply for a Moorland Fuels Budget Account

Fill your details in the form below (applicable for all accounts).

<b>Full Name:</b>	<input type="text"/>
<b>Address Line 1:</b>	<input type="text"/>
<b>Address Line 2:</b>	<input type="text"/>
<b>Town/City:</b>	<input type="text"/>
<b>County:</b>	<input type="text"/>
<b>Postcode:</b>	<input type="text"/>
<b>Mobile Number:</b>	<input type="text"/>
<b>Phone Number:</b>	<input type="text"/>
<b>Email Address:</b>	<input type="text"/>

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<b>Moorland Fuels Account # (if applicable)</b>	<input type="text"/>
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# Annual Heating Oil Consumption

(Applicable for all accounts).

## Current Customers:

Please state your annual heating oil consumption during the previous 12 month period to the nearest 500L

Litres

**I'm not sure / I'm a new customer (please proceed to the New Customers section below)**

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## New Customers:

Please answer the below if you do not have a 12 month heating oil record or if you are new to Moorland Fuels.

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### Size of Dwelling:

2 Bedrooms or less

3-4 Bedrooms

5+ Bedrooms

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### Temperature preference:

Cool (Less than 20°C)

Average (20-25°C)

Warm (more than 25°C)

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### Occupants:

2 or fewer

3-4

5 or more

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### Do You have a Heated Swimming Pool?

Yes

No

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### Do you have an Aga/Rayburn?

Yes

No

### What fuel would you like?

Kero

Moorheat

Range Plus

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### Which day of the month would you like your Direct Debit to come out?

1<sup>st</sup>

7<sup>th</sup>

14<sup>th</sup>

21<sup>st</sup>

28<sup>th</sup>

# Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Moorland Fuels Ltd  
Moorlands House  
North Road  
Okehampton  
Devon EX20 1BQ

Service user number

1 7 6 1 7 3

FOR MOORLAND FUELS LTD OFFICIAL USE ONLY  
This is not part of the instruction to your bank or building society.

Name(s) of account holder(s)


Bank/building society account number

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Branch sort code

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Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

Instruction to your bank or building society

Please pay Moorland Fuels Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Moorland Fuels Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)
Date

Reference

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Banks and building societies may not accept Direct Debit Instructions for some types of account  
This guarantee should be detached and retained by the payer.

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Moorland Fuels Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Moorland Fuels Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Moorland Fuels Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society  
– If you receive a refund you are not entitled to, you must pay it back when Moorland Fuels Ltd asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

# Terms and Conditions applicable for all account options

## Terms and Conditions

1. All sales are subject to Moorland Fuels Ltd terms and Conditions of trading.
2. Direct Debits will not be activated until your previous order has been pre-paid in full by Debit/Credit Card.
3. Customers may set up a Budget Account at any time. However, no orders will be released until 2 months of payments have been credited to the account.
4. Monthly Payments will be calculated based on an estimated annual consumption.
5. Moorland Fuels Limited shall be entitled to a £25 administration fee if the buyer's Direct Debit is dishonoured by the bank.
6. Monthly payments will be reviewed and adjusted quarterly; any amendments to the direct debit amount are subject to a minimum 10 working day notice period.
7. Budget Accounts may be subject to a Credit Check by an authorised Credit Reference Agency.
9. Moorland Fuels Limited retains the right to alter any of the above terms and conditions.
10. Failure to abide by any of the above conditions shall be deemed termination of the agreement.
11. You can cancel a Direct Debit at any time by simply contacting, the Moorland Fuels credit control team on 01837 55700. When your Moorland Fuels Heating Direct Debit has been cancelled, debit balances will become immediately due and you will need to speak to us to get any credit balances refunded.

## All Accounts may be subject to an approved credit check carried out by Credit Reference Agencies. In signing below you consent to these checks being carried out.

Subject to approved credit, Moorland Fuels will contact you within 10 working days to authorise your account, agree your monthly direct debit amount and set up payment. You will have 14 days to cancel your account from the date of confirmation. If the account is not cancelled during this period, the direct debit will be automatically activated according to the T&Cs set out above.

I have read and accept the above Terms and Conditions of the Account Application.

<b>Signature:</b>	<input type="text"/>	<b>Date:</b>	<input type="text"/>
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Once form is completed, please return this completed form to:

**Moorland Fuels Ltd**  
**Moorlands House, North Road Industrial Estate, Okehampton,**  
**Devon, EX20 1BQ**  
**Email: [Info@moorlandfuels.co.uk](mailto:Info@moorlandfuels.co.uk)**  
**Tel: +44 (0) 1837 55700**

You can alternatively scan the form (ensure signature is included) and send it to:  
**[Info@Moorlandfuels.co.uk](mailto:Info@Moorlandfuels.co.uk)**

# Upgrade to Never Run Out for just £6 per month!

## Terms and Conditions for Never Run Out Accounts only

Never Run Out combines all the advantages of a Budget Account with a fully managed ordering service using our state of the art tank-monitoring device. With a Never Run Out account, you can enjoy flexible monthly payments and automated ordering. Tank monitoring technology allows us to monitor your oil and automatically schedule delivery to your home when it reaches a pre-agreed level. Supplying real-time consumption data, this device provides total peace of mind for you and your family.

## Tank details

For the Never Run Out service we need to know the following details about your tank

<b>Make/Model of tank</b>	<input type="text"/>	<b>Tank Size</b>	<input type="text"/>
<b>Bunded/Single Skin</b>	<input type="text"/>	<b>Plastic/Steel</b>	<input type="text"/>

## Terms and Conditions

### 1. Terms of Contract

- 1.1. All sales are subject to Moorland Fuels Limited Terms and Conditions of trading
- 1.2. Never Run Out is exclusive to Budget Account customers and is subject to the corresponding terms and conditions of the Budget Account Payment Scheme

### 2. Equipment

- 2.1. The Moorland Fuels Gauge (hereafter referred to as 'the Equipment') is subject to a monthly service charge of £6.00 per month plus VAT paid in addition to any agreed monthly Budget Account instalments.
- 2.2. The customer acknowledges that the Equipment remains at all times the property of Moorland Fuels.
- 2.3. The customer is liable for the cost of repairing all damage resulting from negligent handling, misuse or abuse of the Equipment excluding standard wear and tear
- 2.4. Access to the tank during normal office hours may be required for maintenance of the equipment. If this becomes necessary then prior arrangement with the customer will be made.
- 2.5. The equipment uses a GPRS connection and built-in SIM technology to communicate the level of oil. If a network cannot be successfully received at point of install, the contract will be cancelled with immediate effect and the customer will not be charged.

### 3. Cancellation

- 3.1. The contract can be terminated at any time subject to the below terms and in accordance with the conditions specified for the Budget Account Payment Scheme
- 3.2. Written notice must be provided to Moorland Fuels with a minimum of 14 days prior to the forthcoming Direct Debit
- 3.3. **Termination within the first three years**
  - 3.3.1. If the service is cancelled within the first three years, the customer may purchase the Equipment at a cost of £250 plus VAT.
  - 3.3.2. Should the customer not wish to purchase the Equipment, they will be liable for costs associated with the installation and removal, currently charged at £100.00 plus VAT.
- 3.4. **Termination after the first three years**
  - 3.4.1. If the contract is terminated after a three-year period, the customer may retain and assume sole responsibility for the Equipment at no additional cost. If new equipment is required, this will always come with a new 3 year agreement. After three years the £6.00 monthly service / data charge will remain payable until cancelled in writing by the customer with at least 10 working days' notice.
  - 3.4.2. If required, removal of the equipment will be charged at £100 plus VAT
- 3.5. Equipment must be returned in the same condition as when received by Moorland Fuels under the terms of clause 2.3 above

### 4. Change of Address

- 4.1. The customer may transfer their Never Run Out Account to a new address (within our delivery area) by providing a minimum of 30 days written notice prior to the forthcoming Direct Debit
- 4.2. If the customer should relocate within the first two years of signing the contract a £50.00 plus VAT fee will apply for the transfer of the Equipment to the new address

### 5. Automated delivery

- 5.1. Moorland Fuels will monitor the level of heating oil held in the customer's tank and automatically schedule a delivery when it reaches a pre-agreed point set to 30% unless otherwise agreed.
- 5.2. The customer is responsible for ensuring safe and un-restricted access to their tank. An additional charge of £40 plus VAT may apply for properties with **\*restricted or limited access.**
- 5.3. Moorland Fuels cannot be held liable should the customer run out of fuel due to restricted access per clause 5.2 above, damage to the tank, adverse road conditions or un-resolved credit subject to clause 5.4
- 5.4. Accounts with un-resolved credit are not eligible for automated delivery and will be placed 'on hold' until further notice
- 5.5. Moorland Fuels will reimburse the client for the reasonable costs relating to the restart of a boiler due to delivery failures not included in clauses 5.2 to 5.4 above.

- 5.5.1. Moorland Fuels reserves the right to insist on any heating system work required due to non-delivery of oil to be carried out by an engineer of our choosing
- 5.5.2. Moorland Fuels reserves the right to organise the engineers visit, in which case all charges will be handled between the engineering firm and Moorland Fuels
- 5.5.3. In establishing the cause of any damage to the monitoring system, and thus assigning responsibility for said damage, the engineer dispatched to carry out work on behalf of Moorland Fuels is considered the expert.

### 6. Moorland Fuels Limited retains the right to alter any of the above terms and conditions

### 7. Failure to abide by any of the above conditions shall be deemed termination of the agreement

### 8. All fees are subject to change with 30 days written notice.

**I have read and accept the above Terms and Conditions and would like to upgrade to a Never Run Out Account**

**Signature:**

**Date:**