

SMITH & SONS FUELS INC. AUTOMATIC DELIVERY APPLICATION

To submit your application you can do any of the following:

- Drop off to our office at 2436 State Highway 30 Mayfield, New York 12117 during business hours or leave in drop box
 - E-mail to smithandsonsfuel@gmail.com
 - Mail to P.O. Box 191 Mayfield, New York 12117
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IMPORTANT AUTOMATIC DELIVERY TERMS & CONDITIONS:

- Signing up for auto deliveries means we will schedule and deliver every 30-60 days based upon your delivery zone and fuel usage. For customers with high usage a 14- or 21-day delivery option will be available.

Delivery typically occurs monthly September – April as a convenience to our customers.

Until we have a history of delivery to your address, we may make deliveries that are less than 100 gallons. (If we deliver based on our scheduling system and you take less than 100 gallons no small load fee applies.) The longer you remain a customer the better we can estimate your typical usage accurately and adjust your delivery schedule accordingly.

Please note: If you take under 50 gallons during a month our system may indicate that you are not ready for a delivery until the following month. (Ex. If your first delivery was September 9th, your next might not be until October 11th)

- Customers who use less than 500 gallons a season or request delivery for less than 100 gallons are NOT eligible for auto delivery
- Customers who would like to receive delivery outside of the 14 – 60-day auto delivery options are not eligible for auto delivery and will be required to call as delivery is needed
- Customers who receive NYS HEAP benefits are not eligible for automatic delivery
- Usage depends on outside temperatures, hot water source, square footage of the home, insulation, number of occupants, and alternative heat sources. If anything in your home changes please notify us so we can make adjustments accordingly. If at any time you add or remove a second heat source, do renovations that could impact insulation, or additional residents to your home please notify us as soon as possible so that we may adjust your deliveries accordingly. If you change the average temperature in your home to higher or lower than usual, please notify us so that we may adjust your next delivery as well. Customers can notify the office of fuel usage changes by requesting and completing an automatic delivery change form
- Driveway and fill access must be in good, safe drivable condition for a **wide heavy two-wheel drive vehicle!** Delivery dates may fluctuate according to weather and zone day
- If there are any non-working fill pipes on the property they must be marked “Do Not Fill”.
- We do not offer service at this time. If you need service or are unsure about your tank, whistles, or pipes, please call to see if we have a reputable referral in your area.
- A credit card or bank account/routing number must be on file and will be charged the day of delivery. Any changes to payment method on file can be made by contacting the office
- Invoices are typically left in your door, but we are happy to e-mail your invoices upon request
- Prices change daily based on market conditions. Smith and Sons picks up fresh oil daily and has no control over market fluctuations

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- Smith and Sons reserves the right to cancel your automatic delivery due to non-payment or not meeting the delivery terms as stated above. Notification of cancellation of this service will be made in writing.
- Customers who wish to cancel automatic delivery must do so **in writing** within 2 weeks of their delivery. If you are not sure when your next delivery is scheduled for, please contact the office.
- We deliver Monday thru Friday during the months of September thru April and Fridays only May thru August. For a list of locations and the delivery zone days please click on locations from our website at www.smithandsonsfuels.com
(Ex. Wells is a Friday only zone where Amsterdam is Monday - Friday)
- Deliveries are usually made between 7am and 4pm, **we do not schedule exact timeframes** of delivery due to liability and safety concerns.
- Our office hours are Monday thru Friday 9am - 4pm during the months of September thru April. Summer hours vary. We are typically in the office Wednesdays from 9am - 3pm. Please leave a message at 518-661-6112 or email smithandsonsfuel@gmail.com and we will get back to you as soon as possible.

To return your completed form to us to begin auto deliveries, mail to PO BOX 191 Mayfield, NY 12117, scan and email to smithandsonsfuel@gmail.com, or drop off to our office at 2346 State Hwy 30 Mayfield, NY 12117 during business hours or you may leave it in the drop box after hours. Thank you!