

BILTMORE OIL COMPANY

191 Amboy Rd
Asheville, NC 28806
Phone 828-253-4591
Fax 828-254-7064

PRESTIGE SERVICE CONTRACT

Becoming a Prestige Service customer ensures you that Biltmore Oil Company will provide the following services and features:

Keepfill Deliveries: When we deliver oil, we will fill your tank and subsequently schedule the next delivery to keep your tank filled based on the size of your house and tank, any backup heating systems used, and the weather factors. We will have you scheduled for year-round service. Nothing less than a fill up will be delivered to our Prestige customers. If for some unknown factor or error on our part, we let your run out of oil, delivery will be made without any night or holiday charges and the first 20 gallons will be on us. Please check your fuel level to be certain there is an outage of fuel before calling. This will cause undue delay in calling a furnace company if there is a furnace problem not related to the fuel. If you choose to call us with an order and your delivery schedule is thrown off, we cannot honor our 20-free-gallon offer. If your unscheduled delivery is under 100 gallons, there will be a \$25.00 delivery fee.

Tanks routinely checked for moisture build-up: We will routinely check your tank for moisture and pump the tank out if needed at no cost to you.

Referral Incentives: If you send us a new customer that we can sign up on our Prestige Service, we have valuable incentives for you. For example: \$20.00 off on your next fuel bill, or a free tank of Citgo gasoline for your car.

Furnace Service: Biltmore Oil Company will offer each Prestige Service customer a \$55.00 credit towards a furnace service after each 1,000 gallons of fuel purchased with a maximum of one service a year. This service will include: safety-test electrical controls, replace nozzle, oil motors, clean and adjust firing assembly, check oil pump & pressure, change oil line filter cartridge, replace air filter, adjust automatic draft control, adjust burner, set combustion efficiency, check & adjust belts and test & calibrate thermostat. Upon fulfilling the 1,000-gallon requirement, we will mail you a letter. You will arrange for the service directly with the Furnace Company. Send a copy of the Furnace Company receipt and our letter back to receive the credit on your account.

Lowest price: We will guarantee our lowest price to our prestige customers who pay cash. We will offer our senior citizen discount for Prestige customers who qualify.

You will have approved credit if there are times when you need to charge. We can take your credit information over the phone and have your credit for Prestige Service approved in one to two working days. Our payment plans are as follows:

Gallons Purchased	Terms Allowed
Zero-149	• Net due within 5 days of delivery for cash price
150-249	• ½ down - Balance due 30 days from delivery*
250-449	• 1/3 down – 1/3-due 30 days from delivery – Balance due 60 days from delivery*
450-Up	• ¼ down – ¼ due 30 days from delivery – ¼ due 60 days from delivery –Balance due 90 days from delivery*

*A finance charge of 1 ½ % per month will be added to all unpaid balances after the due date. This is an annual percentage of 18%.

As long as a Prestige customer account is current, we will assure you of our keepfill service. In the event that the account becomes past due, we will be unable to continue your service as a Prestige customer. Any checks that are returned will be subject to a \$25.00 service fee and the account may be taken from the Prestige Service.

As a prestige customer you agree to be responsible for payment of heating oil deliveries made by Biltmore Oil Company. If cash payment is preferred, you agree to pay for the full delivery within the specified five days. If payment plans are used, you agree to keep your account current at all times.

I have read the above statements and understand and agree to all conditions of this contract.

Print Name _____

Signature _____ Date _____

Address _____

Telephone _____ (Home) _____ (Work) _____

Own or Rent _____ Landlord Name _____

Fuel Type _____ Tank Size _____ Underground Tank _____ Aboveground Tank _____

Water heater run by fuel _____ Approx. square footage of heated area in home _____

Brief Directions to home _____

