

HOLLISTON OIL SERVICE, INC

NEW CUSTOMER INFORMATION

Thank you for choosing Holliston Oil Service as your full-service oil dealer. You will not be disappointed.

Prior to your first delivery we must perform an inspection of your oil tank and oil line to make sure everything looks safe. The steps are simple and are in place to ensure you that your equipment meets the current industry safety standards.

1. We will perform a visual inspection of your oil tank. During the visual inspection of your oil tank we will check for many things. Some of these include rust, leakage, corrosion or damage to exterior of tank. Other things we look at are the condition of tank legs, oil fill and oil vent piping and valves.
2. We will also perform a visual inspection of your oil line. Current code requires that your lines be encased in a protective sleeve. When your oil line comes in direct contact with concrete or water, the resulting chemical reactions can cause your lines to corrode and leak.
3. Our expectation is that, if required, you are willing to bring your tank and lines up to standard, providing you with a safe, economical and environmentally friendly system. We are unable to deliver oil to you until your equipment meets current safety standards.

SERVICE INFORMATION & SERVICE POLICIES

As your full-service oil dealer, we recommend that you have your heating system professionally inspected and tuned-up on an annual basis. Like an automobile, a central heating system needs periodic inspection and maintenance. It is a fact, that by making sure your heating equipment is running at its peak efficiency can **save you up to 10%** annually on your heating bills. In addition, routine maintenance can uncover small problems before they lead to major equipment failure and major expense.

We do offer service contracts to our customers. New customers may be eligible for a service contract based on our findings during our initial visual inspection of your oil tank, oil line and heating system. A service agreement will cover certain labor, parts and maintenance, including your next annual tune-up. Service contracts renew annually.

Although we do our best to ensure your equipment is safe at the time of inspection, safety and environmental standards change and equipment deteriorates. Because we do not inspect the tank and lines prior to every delivery, it is extremely important that you monitor the condition of your equipment and immediately advise us at info@hollistonoil.com or at 508 429-2075 of any changes or concerns you have regarding your oil line or tank.

Holliston Oil Service, Inc.

286 Woodland St.
Holliston, MA 01746
Phone: 508-429-2075 Fax: 508-429-1555
www.hollistonoil.com

New Customer Form

Name: _____

Address: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

Email Address: _____

Approximately how many gallons did your home use last heating season? _____

Date Burner Last Cleaned: _____

Do you OWN ____ or RENT ____ (have to call landlord for approval)

Landlord Name and #: _____

Do you prefer to be (*Check one*) ____ Auto Delivery ____ Call

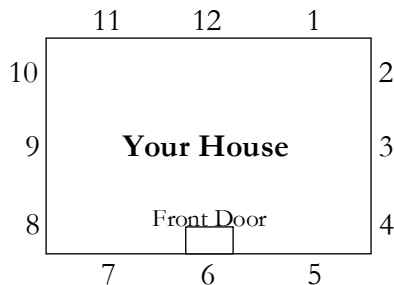
Is your oil burner used for (*Check one*) ____ Heat Only ____ Heat & Hot Water

Tank Size _____ How Much Fuel Is Currently In Tank: _____

When do you need your first oil delivery from us? _____

Referred By: _____

Note: _____



On the diagram, please circle the number corresponding to where the oil fill is located.

Call delivery accounts require a minimum of 100 gallons per delivery. Deliveries of less than 100 gallons will be subject to a \$35 delivery fee. Auto delivery accounts have no minimum requirement.

The new Massachusetts residential oil line requirements became effective on September 30, 2011

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Application for Credit

In addition to providing outstanding home comfort products and services, Holliston Oil Service, Inc. is always looking for ways to serve you better. One of the best ways we can think of is to extend you credit. Qualified Customers tell us they enjoy the ease and independence this payment method offers.

Once a credit limit is established, you can apply not only your fuel purchases to this plan, but any equipment installations or service calls as well. At Holliston Oil we think this is an ideal way to manage your bill payments and important expenses.

We also offer Automatic Credit Card Deduction as another convenient way to pay your bill. With your permission we can charge your credit card automatically each time you have a delivery or service work. It's easy to set that up.

Any inquiries can be directed to info@hollistonoil.com.

In case of errors or inquiries about your bill contact Holliston Oil Service immediately.

Terms

In consideration of Holliston Oil Service selling to me or my agent(s), I (we) agree to the following:.

- 1. To make payment in full on the designated due date following date of purchase as indicated on monthly statement. Net amounts due in THIRTY(30) days. Default occurs on the THIRTY FIRST (31) day**
- 2. Upon default, a finance charge of one and one half percent (1.50%) per month will be assessed on any and all amounts past due.**
- 3. In the event of non-payment, I (we) agree to pay all costs and expenses of collection including attorney fees.**
- 4. A service charge of \$35.00 will be assessed for each check received which is returned unpaid for any reason.**
- 5. All deliveries below minimum requirements (100 gallons for Residential Call Accounts, 75 gallons for Commercial Call accounts) will be subject to a thirty five dollar (\$35.00) delivery charge.**
- 6. I (we) authorize Holliston Oil Service to check my credit record and to report to credit bureaus and lawful recipients my performance of the account applied for.**
- 7. This agreement is intended to cover this primary account and all multiple lot/job accounts.**
- 8. I agree to inform Holliston Oil Service, Inc in the event of change in Banking Institutions.**

I have read, understand, and accept the above terms and have provided true information. I further authorize Holliston Oil Service to verify any and all references given or provided to determine our credit capabilities and to request information from credit reporting agencies.

Name: _____

Signature: _____ **Date:** _____

Holliston Oil Service, Inc.

286 Woodland St.
Holliston, MA 01746

Residential Charge Account Application

* = required fields

Name*: _____

Address*: _____

City*: _____ State*: _____ Zip Code*: _____

Social Security # * _____

How long at current address*: _____ *If less than 7 years, please provide former address*

Former Address*: _____

Phone Number * : Home _____ Cell _____

E-mail address*: _____

Former Oil Supplier: _____

Employer Name: _____

Employer Phone: _____

Own or Rent*: _____ If Rent, Landlord Name and Address: _____

AUTHORIZATION TO BILL CREDIT CARD

IF USING A CREDIT OR DEBIT CARD PLEASE COMPLETE THE FOLLOWING:

I authorize Holliston Oil Service, Inc. to automatically apply all charges for maintenance, heating equipment, and heating oil to my credit card. I understand all charges will be paid on the day of service and I will receive a statement proof of payment by email. I agree to the above terms and have signed this agreement. This agreement will be valid unless I notify Holliston Oil Service, Inc. to discontinue use of my credit card.

Please notify us of any changes to your card number as soon as possible. Automatic Delivery will be suspended if card is rejected and new one is not provided.

Date: _____ Holliston Oil Account # _____

Name _____

Please circle one of the following:

MasterCard Visa Discover American Express

Type of Card Debit or Credit

Card # _____

Expiration Date _____ Security Code _____

Credit Card Billing Address _____

Signature _____