

## Tariff Document



Fee Type	Amount	Description	Frequency	How Charged
Card Fee	£12.00	Annual charge for plastic cards to customers	Per Annum	Per Card issued
Site Directories	£0.50	Hard copy site directories are provided free of charge when your account is first opened. Replacement Directories can be requested for £0.50 each. Online guides are always available free of charge along with free SAT NAV downloads	On Request	Per Directory
Hard Copy Invoices	£3.75	All invoices can be issued via email free of charge. If a customer requests a hard copy by post, the charge will be applied to their account	Per invoice issued	Per Invoice issued
Price Notifications - fax	£0.50	If customers wish to select weekly price notifications by Fax, each fax sent will be charged at the rate shown	Per fax sent	Per fax sent
Bounced Direct Debit Fee	£55.00	All customers must have and maintain a valid bank account with sufficient funds on deposit to cover invoices due. Should a claim be made by Direct Debit to satisfy a due invoice, which is subsequently not paid by your bank, a charge will be made to cover the associated administrations costs that will be borne by TFC	Per event	Per event
Unused Account Administration Fee	£15.00	A customer must undertake to draw at least 300 litres of fuel each month on their card to ensure the account can continue without any additional charges. Where an account is not used in any quarter, except the first quarter in which the account is opened, an Unused Account fee will be applied to cover TFC administration expenses	Per 1/4	Per Account
Underused Account Administration Fee	£2.50	A customer must undertake to draw at least 300 litres of fuel each month on their card to ensure the account can continue without any additional charges. Where an account is used to draw less than 300 litres in any calendar month, except the first quarter in which the account is opened, an Underused Account fee will be applied to cover TFC administration expenses	Per Month	Per Account
Zero Liability Protection	£1.00	Customers remain liable for all drawings on their cards. When a card is found to be lost or stolen, Customers must advise TFC immediately, but will remain liable for all drawings for a period of 72 hours. Where Zero Liability protection is selected, all liability will cease from the moment the card is reported lost or stolen, via e-Flex, or by telephone during office hours to 0845 456 1400	Per Month	Per Card
Lost / Stolen / Damaged Card Replacement	£12	This charge is made for cards replaced due to existing cards, already issued to customers, being reported lost, stolen or damaged.	Per request	Per card
Emergency Credit Facility Fee	£35.00	All customers are advised of a credit limit when their account is opened, and at any time on request. If a customer draws fuel such that this credit limit is breached, the transaction may be declined. Where the transaction is approved and the customer makes use of our Emergency Credit Facility, a fee of £35 will be applied for each calendar month where this occurs	Per instance, per month	Per account
Copy Receipt	£15.00	If a customer requires a copy receipt from a site, the change will apply for each card receipt requested	On request	Per copy receipt