



## 2010 - 2011 Schedule Delivery Policy

**“Contracts”** are legal binding documents. Farm Service Company agrees to sell and customer(s) agree to purchase and take delivery of said product at contracted price. Contracts are valid when received in Council Bluffs office only. **Contracts must be signed, dated and received with the correct deposit amount.** All contracts are subject to available gallons awarded to this program. Farm Service Company reserves the right to cancel or reject any contract based on credit or past history of the customer. All contracted customers must be in good account status and remain in good standing during the contract period, or contract shall be void. Any deviations of this policy must be approved by Farm Service Company’s CFO. Contracted customers are on a “Scheduled Delivery” program only.

**“Scheduled Delivery”** is a program that allows Farm Service Company to maintain customer deliveries in the most efficient way possible. All customers on this program will receive one automatic “Summer Fill” in the scheduled months of July, or August at a \$ .10 discount at time of billing. Customers will receive an average of three additional fills during the months of November – April. Customers that request to be taken off “Scheduled delivery” will result in cancellation of contract and forfeit their deposit.

**“Customer Responsibility”** Farm Service Company tries to deliver product in the best manner possible to assure customer comfort, but does not guarantee customers will not run out of propane. If you run out of propane for any reason, we will not be responsible for any consequential damages you may incur, of any type. All customers are still responsible to watch the level of their tanks and to give Farm Service Company a courtesy call if below 20%. **Farm Service Company will not be responsible for any service work being performed by any outside company.**

**“Leak Checks”** If a customer's propane runs out, a leak check must be performed by law in order to assure customer safety before tank valves will be turned on and service inside the property resumes. Farm Service will charge customer account \$45 for said service.

**“Minimum Delivery”** 200 gallons of propane is the least amount that Farm Service Company will deliver with out charging extra for delivery unless during scheduled delivery time.

**“Market Loss”** if a customer contracts at a price higher than the market and customer does not pull all of their contract, the customer may be charged the difference between contract price and current market price on the remaining gallons of the contract.