



# **INDLOVUKAZI ENERGY**

## **ORDER PROCEDURES**

# How to place your order

By email or online only: **no telephonic or WhatsApp orders will be processed**

[orders@indlovukazienergy.co.za](mailto:orders@indlovukazienergy.co.za) / [www.indlovukazienergy.co.za](http://www.indlovukazienergy.co.za) Remember to always quote your account number.

Place funds immediately with our bank / Cash or blocked funds – This is your proof of payment. Email us a copy thereof.

Attach your daily liftment schedule and email to us for processing. We do not accept weekly or monthly schedules.

Order daily before 9am to collect same day. Any time after 9am will be for the following day. No exceptions will be permitted.

Only paid orders will be released and movement numbers issued.

Movement numbers are issued daily between 9 am and 3pm. No movement numbers will be issued after 3pm.

# CANCELLATIONS

Cancelled orders are cancelled within the hour of placing the order and immediately cancelled and processed.

Bank chargers are for the respective banks and Indlovukazi Energy will not request or pay bank chargers incurred by the other party.

Notification of the cancellation will be sent via email.

Orders cannot be cancelled after the set time frames. If orders are cancelled or with drawn after the set time frame will incur penalties. The penalty imposed shall be at the discretion of the company company. The fee shall become immediately due upon issuing of the invoice.

# ACCOUNT RECONCILIATIONS

## Overs and Unders

Are processed once a month on the 15<sup>th</sup> of each consecutive month.

Please ensure you send us a signed clear copy of your bill of lading in order for us to determine accurately what is due to or by you going forward.

A credit or debit note is immediately passed on your next order and the client notified.

# CONTACT US

Accounts /Orders

Email: [orders@indlovukazienergy.co.za](mailto:orders@indlovukazienergy.co.za)

Facsimile: +27 86 476 6219

Visit our online contact page to send us a message: [www.indlovukazienergy.co.za](http://www.indlovukazienergy.co.za)

# OUR OFFICE HOURS

Monday to Thursday : 8.30 am to 4pm

Friday : 8 am to 3pm

Saturdays / Sundays : We are closed

All SA public holidays We are closed.

All SA refineries are open 24/7 for loading.

**THANK YOU FOR YOUR BUSINESS, PLEASE CALL AGAIN**