

TANKER SERVICES REFUND POLICY



HIRE SOLUTIONS



Should you be unhappy with the service provided, please contact GAP Tanker Services on 0333 009 4082 or email: tankerservices@gap-group.co.uk

GAP will offer a refund on any payment where there has been an invoice, GAP booking error or you have made an overpayment. Please notify GAP Tanker Services within 30 days from the date of the invoice or booking along with your reason for requesting a refund.

An internal investigation or check will commence, which we will endeavour to complete within 7 working days. Any refund determined as due will be processed within 14 days (including weekends and bank holidays) from the date the investigation has concluded. Refund payments will be made to the account originally used to make the booking. If your account is closed and the refund still isn't appearing in your account after 15 days, please contact your card issuer or bank as they will be holding the funds for you and will be able to arrange a transfer to your new account. If your card issuer has confirmed that the refund funds have been sent back to GAP, please obtain an ARN number from them to allow GAP to trace the returned refund. Any deposit paid will be refunded at the conclusion of your contract.

Refunds will not be offered where: a service has been cancelled within 72 hours of the date and time of the scheduled service or following commencement of a single or continuous or pro-rate services; GAP has incurred any associated permit charges or fees (these will be deducted from any refund due); the site has not provided reasonable and safe access (access must be at ground level, stable ground conditions and not within a confined space); the hose access length required exceeds 60 metres and this has not been noted on your invoice or booking; and/ or, you have not met the requirements of GAP's Terms & Conditions.

A handwritten signature in black ink that reads 'Douglas Anderson'.

Douglas Anderson

Joint Managing Director

A handwritten signature in black ink that reads 'Iain Anderson'.

Iain Anderson

Joint Managing Director

December 2024