



100 EAST CROSS STREET
PO BOX 178
GALENA, MD 21635
410-648-6001
410-810-7099
410-755-6999

PAYMENT OPTIONS:

For your convenience, we offer several ways to pay your fuel bill.



Standard Method: Simply mail your check in the envelope provided and include the YELLOW copy of the invoice. Payment in full must be received within 10 days of fuel delivery and receive the cash discount of twelve cents per gallon off. (0.15). Automatic customers get an additional \$ 0.05 per gallon for a total of \$ 0.20 per gallon off if payment is received within 10 days of your delivery.



Check by Phone: No time to mail your payment? Call us with your check information within 10 days of delivery and still qualify for the cash discount. Have the routing number, bank account number and name on account. We will do the rest. All information is processed securely and confidentially.



Credit card or Debit Card by phone: Call with credit card information and avoid late charges or pay for past delivery so next delivery can be scheduled. Cash discount does not apply, however, you save time and postage and cut down on cost of paper checks.

AUTO PAY

Automatic Customers can sign up for our Auto pay plan: Simply sign an authorization form and we will be happy to automatically deduct your payment for deliveries automatically from your checking account. Save time, paper checks and stamps. Also receive the prompt pay discount and eliminate the worry of forgetting to mail your check on time or lost discounts. We will even email a notice when the funds are deducted from your account.

Budget customers: Mail your check for budget payment in your monthly budget envelope by the 5th of each month OR sign up for Budget Auto pay. Authorize us to deduct your budget payment each month by electronic check and still receive your cash discount. Save a stamp and save the hassle of remembering to mail your payment.



Pay on the Web: Customers with established credit can go to www.biggsfuel.com and select MY ACCOUNT, scroll down and select EXISTING CUSTOMER. Pay online anytime day or night from your computer or smartphone. Please call our office to set up an online account.



- Pay by E-check (electronic check) and still receive the cash discount.
 - Pay by credit card and avoid late charges.

Explanation of Terms and Restrictions:

Additional Charges:

Deliveries of less than 150 gallons when customer calls to order fuel: Customers often call to ask us to “top off their tanks”. There will be a delivery charge of \$35.00 for all deliveries less than 100 gallons on these special request deliveries. When calling to order a delivery or request an early automatic delivery, please check your tank to make sure it will hold at least 100 gallons to avoid delivery charge. This charge **DOES NOT** apply to regular automatic deliveries. This only applies to “special” requests made by the customer. (Our everyday minimum delivery is 150 gallons.)

Small unnecessary deliveries reduce the ability to meet all customer’s needs, especially in colder months.



Note: All fuel prices quoted by phone are the cash price. Credit card price is quoted if requested at time of order.

***Cash discounts only apply to payments made by cash, check or electronic check. Please note, credit card payments and debit card payments are **NOT** eligible for cash discount.

****We are revising our credit terms in order to meet the needs of all of our customers efficiently as possible****

Due Date Change: ALL DELIVERIES ARE DUE AND PAYABLE PRIOR TO NEXT SCHEDULED DELIVERY OR WITHIN 25 DAYS OF DELIVERY, WHICHEVER IS SOONER

*****Please note: (We have changed our net 30 day payment terms to 25 days.)**

Payment in full must be received within 25 days of fuel delivery to avoid late charges, cancelled credit and/or most importantly delayed or cancelled delivery. **WARNING** - Payment for previous delivery must be made before next delivery will be made!

All accounts over 26 days are subject to a 2% per month interest charge on the average outstanding balance. All accounts 60 days past due will be referred to a credit and/or collection agency and a \$25.00 late charge will be assessed. All expenses incurred from collection or legal action will be charged to your account if action should become necessary.

A \$35.00 fee will be charged for all insufficient funds transactions including returned checks, ACH check by phone or online payment e-checks returns.

Biggs Fuel Co., Inc. is a member of Experian, Equifax and TransUnion. Non-payment may adversely affect your ability to obtain credit from future creditors. Biggs Fuel Co., Inc. reports delinquent credit information to Experian and TransUnion.

Delivery Policy: We try to meet the needs of all our customers, and deliver as soon as possible. PAST DUE ACCOUNTS will have scheduled deliveries suspended until payments in full are received. Emergency delivery service after hours is provided for Automatic Regular customers ONLY. In order to avoid running out, we strongly suggest Will call (call in customers) customers order fuel when tank gauge reads approximately 1/4 tank in order that we have adequate time to schedule a delivery. To assist you in self-monitoring your tank, a tank chart and magnet with our number are enclosed.

If you have questions concerning your our credit terms, your account, our automatic delivery plan or other matters, please call (410) 648-6001. We look forward to serving you in the future.

Credit terms are effective immediately. Biggs Fuel Company reserves the right to change credit terms at any time.