



REFUND POLICY

Upon termination of service, a credit for the amount of propane remaining in our tank, if any, will be placed on your account. This credit will be determined by using the lesser of the per gallon price paid at time of last delivery or the market price in effect for your account at time of termination. A pump out fee of at least \$75.00 will apply and if the tank is picked up, a pick up fee of at least \$50.00 will apply. In addition, should you not have met the agreed upon minimum usage amount as set forth in the tank rental agreement, a minimum usage fee will apply and will be determined as set forth in the tank rental agreement. All applicable yearly rental fees will also be assessed to the account at termination if not already paid.

Any credit remaining on the account after assessment of the above referenced fees can be applied to your next propane delivery or can be transferred to another customer of UPG. Cash refunds are not provided except in the event of death of the customer or certification by customer that they will not be using propane in the future. Refunds made due to death of customer will be made payable to the estate of the customer. All other refunds made, if any, will be made payable to the customer who signed the tank rental agreement.

The refund policy set forth above is for accounts which do not have an active pre-paid contract attached to the account. Refunds/credits for accounts which have an active pre-paid contract will be handled in accordance with the specific terms of those contracts.