



## **Our Price Pledge – January 2021**

We are committed to offering our customers superior quality home heating oil at competitive prices. Our pledge to you is that if you find the same home heating oil at a cheaper price on our preferred delivery day, to your delivery location, on the same payment terms, we'll endeavour to match it or beat the price.

### **How to claim:**

- If you are looking to place an order for home heating oil but you have found a better price with one of our competitors (either online or by phone), you can contact our customer services team on 08000 224422 or call your local depot on;
  
- Derry/L'Derry – 028 7181 0471
- Antrim – 028 9443 2417
- Coleraine – 028 7035 8881
- Cookstown – 028 8676 3355
- Ballymena – 028 2564 3700
- Ballynahinch – 028 9756 4446
- Belfast – 028 9045 6789
- Carrickfergus – 028 9335 5655
- Carryduff – 028 9081 4243
- Dromore – 028 9269 2580
- Dungannon – 028 8772 6539
- Enniskillen – 028 6632 2440
- Larne – 028 2827 2797
- Limavady – 028 7772 9922
- Lisburn – 028 9266 7878
- Lurgan – 028 3834 8400
- Newry – 028 3083 4945
- Newtownards – 028 9181 2608
- Omagh – 028 8224 2490
- Portadown – 028 3835 0550
- Randalstown – 028 9447 2424
- Strabane – 028 7138 3000
- Tandragee – 028 3884 9891

In order for us to verify the price, simply provide details of the product, where the product is being advertised at a lower price and the price at which it is being offered for sale. The more information you can provide, the easier it will be for us to verify your price challenge and get you the best price possible;

## Terms & Conditions:

- The product in question must be identical in specification and offered on the same terms (delivery, payment, quantity, specification).
- Any claim for Price Pledge must be made at time of placing the order only.
- Our Price Pledge can only be claimed against a competitor that delivers to your delivery address.
- Our Price Pledge cannot be claimed against any other company or brand within the Nicholl Oils Group, a sample list of which can be viewed [here](#);
- The competitor must have the product in stock and available for immediate purchase or delivery.
- We must also have the product in question in stock.
- Gift vouchers are exempt.
- Typographical errors shall not apply.
- The price being matched must not include any promotional, voucher code or media discount.
- Any other retailer's price match promotion which offers an additional rebate or other benefit for any price matched product is also excluded.
- We must be able to verify the lower price being offered by the competitor to our satisfaction at time of order.
- The price being matched must include all taxes (including VAT), delivery charges as applicable.
- All Price Pledge transactions are carried out at the discretion of Nicholl Oils.
- We reserve the right to withdraw this Price Pledge at any time.
- Price Pledge not available to Oil Clubs/Buying Groups
- Price Pledge applies to Domestic and Agricultural Kerosene orders and excludes commercial customers or commercial products