

**Attention: End Buyer/ Buyer's Mandate  
End Seller/ Seller's Mandate**

## **REFUND GUARANTEE POLICY**

Dear Sir,

The above stated;

This is an official confirmation of our refund policy, if the Seller does not deliver the petroleum products into our **KRONENBERGERHEIDE B.V** lease storage tanks. Refunds will be made within 24 hours after confirmation of our company's refund policy below;

1. We are required to verify your identity before refund to your account is conducted. This validation process is to prevent potential fraud. Funds will only be transferred to an account under your name/corporate account.
2. We require you to provide one or more of the documents here under ("Verifying Documents"); A color copy of photographic ID: This can be in the form of a copy of Passport, Driver's License or National ID card. Please ensure that your name, photograph and signature are visible on the document.
3. Proof of address: Eligible documentations that are used as evidence of an address are the following: a utility bill or a Bank/Card Statement. It should be a document which approved your updated personal details from the last six months, such as full name and address as registered on your account with us.

### **PLEASE TAKE NOTE**

1. **KRONENBERGERHEIDE B.V** will reimburse/refund the full payment made for the Allocation within 24 hours if the DIPTTEST fails for any reasons.
2. **KRONENBERGERHEIDE B.V** will reimburse/refund the full payment made for the TSR within 24 hours if for any reasons like the seller unavailability, product delays.
3. **KRONENBERGERHEIDE B.V** will reimburse/refund the full payment made for the endorsement of TTTIA, TTVIA, IPA, NOR, CI, DTA, ATV, IAL, ATI within 24 hours in the event of End Seller Non-Performance.
4. **KRONENBERGERHEIDE B.V** only issues TSR based on the buyer's choice of seller name on the TSR, no other defaults.

We anticipate to effective working relationship with your company.



**James Mertens**

