

PAYMENT ON DELIVERY (POD) POLICY

Universal Energy Petroleum and Logistics Company Limited

At Universal Energy Petroleum and Logistics Company Limited, we offer Payment on Delivery (POD) for petroleum products, services, and delivery locations to provide our customers with a convenient and secure payment option.

1. Eligibility

Payment on Delivery is available only in selected delivery areas and for approved orders.

The company reserves the right to determine which orders qualify for this payment option.

2. Payment Method

Customers must make the full payment upon delivery before receiving the goods or services.

Payments may be made in cash or through approved mobile money or electronic payment methods accepted by our delivery personnel.

3. Order Verification

We may contact customers to confirm order details before dispatch.

Orders that cannot be verified may be delayed or cancelled.

4. Delivery Inspection

Customers are encouraged to inspect the delivered goods before making payment where applicable.

Once payment has been completed and delivery is accepted, the transaction is considered finalized, subject to our Returns and Refund Policy.

5. Failed Deliveries

If a customer is unavailable at the agreed delivery location or refuses to make payment without a valid reason, the order may be cancelled.

Repeated failed deliveries or unjustified refusals may result in restrictions on future Payment on Delivery orders.

6. Company Rights

Universal Energy Petroleum and Logistics Company Limited reserves the right to suspend or withdraw the Payment on Delivery option at any time without prior notice.

The company may refuse Payment on Delivery services in cases of suspected fraud, security concerns, or repeated unsuccessful deliveries.

7. Contact Information

For questions regarding Payment on Delivery or other payment options, please contact our customer service team through our official communication channels:

Tel: +255 767 772 714 · WhatsApp: +255 627 089 316 · info@universalenergy.co.tz