





# GAS INTEGRATED SOLUTIONS END-USER AGREEMENT

## اتفاقية المستخدم النهائي الخاصة

بشركة جاز انترجيت سليوشنز لخدمات تحصيل الرسوم والدفعيات ش.ذ.م.م.

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**2.4.5** The Customer shall pay a late payment charge in accordance with the applicable rate for any delay in payment without reasonable excuse. If such non-payment continues for more than fourteen (14) days after the due date, the Service Provider is entitled to disconnect the supply of LP Gas to the Unit until all amounts owing to the Service Provider are paid in full.

### 2.4.6 Disconnection

In the event of disconnection of LP Gas, Service Provider shall be entitled to charge a disconnection/reconnection fee as per the "Schedule of Fees" outlined in this Agreement. The Service Provider will suspend LP Gas in the event the request is made by a legal authority, such as: a court order, regulatory supervisory bureau, building owner, or any other authority.

**2.4.7** The Customer agrees to pay the Service Provider the costs of collection, as often as any such costs may be incurred, of any amount which may become payable to the Service Provider for LP Gas but which are not paid when due. Such costs shall include, but not be limited to, charges by any collection agency, legal fees, and court costs.

### 2.4.8 Security Deposits

**2.4.8.1** The Customer (both Tenant and Owner) acknowledge and agree to pay an initial refundable deposit. **2.4.8.2** In case the Customer has failed to perform any of their obligations mentioned in this Agreement or failed to pay any overdue amount and/or invoice within fourteen (14) days from the due date, then the Service Provider would be entitled to fulfil such breach or settle the due amount from the above said deposit, subject to the Client's instructions as deemed fit to the Service Provider. The LP Gas services will remain disconnected until the Customer reconstitutes the deposit to its original amount within seven days on receipt of notice from the Service Provider.

**2.4.8.3** In case the Customer has failed to reinstate the deposit to its original amount within the said period, Service Provider shall add such required amount to the next monthly invoice. If Service Provider deducts the amount from the deposit in accordance with Paragraph 2.4.8.2 above, and the balance of the deposit is reduced to zero, Service Provider shall only be required to resume LP Gas provision after Customer has:

1. Paid all due amounts, invoices, and fines.
2. Reinstated deposit full amount.
3. Paid the disconnection and reconnection fees

### 2.5 Transfer of Service

The services covered in this agreement may be transferred only after the Tenant settles all outstanding amounts on the account. When the tenant leaves the unit, the Landlord/Owner will continue to be responsible for LP Gas charges until a new tenant moves into the unit or the unit is transferred to a new owner.

### 2.6 Limitation of Liability and Indemnity

**2.6.1** Service Provider, its officers, directors, employees, affiliates and agents will not be liable for any personal injury, loss or damage to property, or any loss of life arising from the service provided under this contract.

**2.6.2** The Customer shall indemnify and hold Service Provider harmless of any claims, damages and losses arising out of – or in connection with – the Customer's failure to comply with the terms of this Agreement. In no event will Service Provider be liable for any direct, indirect, special or consequential losses of any kind including, but not limited to, loss of revenue or anticipated profits.

### 2.7 Force Majeure

In the case of a Force Majeure, the Party affected shall not be held liable for any failure or delay for the period that such failure or delay is due to causes beyond its reasonable control.

### 2.8 Termination of Service

If a Unit is sold/leased without the Service Provider issuing a non-objection certificate, the Owner and/or the Tenant will remain responsible for all charges up until the date a new Owner/Tenant registers with the Service Provider and signs a new Agreement.

### 2.9 Privacy Policy

Subject to applicable laws, the Service Provider promises not to disclose the Customer's information to any other person or entity.

### 2.10 Certification

Customer warrants that all the information provided herein is true and correct and understands that false and misleading information shall be a cause for termination of this Agreement.

### 2.11 Compliance with the Laws

The Customer warrants that it shall comply with all applicable laws at all times during the term of this Agreement.

### 2.12 E-Signature

The Customer and Service Provider acknowledge and agree that the use of an e-signature shall signify acceptance to be bound by the terms of this Agreement as though the Customer or Service Provider had signed an original copy of this Agreement and that such e-signature shall constitute a validly binding Agreement between the Customer and Service Provider.

**4.5** ينوب على العميل دفع رسوم التأخير وفقاً للسعر الم寐ى في حال كان التأخير في الداد دون سبب ومبرر، وفي حالة الاستمرار في عدم دساد لدته تزيد على اربعة عشر (14) يوماً من تاريخ الاستحقاق، يحق لمزود الخدمة قطع خدمة غاز البترول المسال عن الوحدة حتى يتم دساد كامل المبالغ المستحقة لمزود الخدمة.

**4.6** في حالة عدم دفع خدمة غاز البترول المسال في العقار بحق لمزود الخدمة احتساب رسوم قطع الخدمة/إعادة الخدمة وفقاً "لملح الرسوم" الشخص بهذه الاتفاقية كما ينوب مزود الخدمة بتعليق خدمة غاز البترول المسال في العقار بناء على طلب سلطة قضائية أي بوج حكم قضائي، أو جهة قضائية أو إشرافية، أو مالك المبني، أو أي سلطة أخرى.

**4.7** ينوب العميل على مداد تكاليف التحصيل ل مزود الخدمة، أي مبلغ قد يصبح مستحقاً لمزود الخدمة مقابل خدمات غاز البترول المسال للتي لم يتم دفعه في تاريخ الاستحقاق، وتشمل هذه التكاليف على سبيل المثال لا الحصر الرسوم التي تفرضها الجهات القائمة بالتحصيل والرسوم القانونية ورسوم المحكمة.

### 2.4.8 وديعة التأمين

**4.8.1** ينوب العميل (المستأجر والملاك) ويوف على مداد وديعة التأمين يتم استردادها فيما بعد.

**4.8.2** في حالة عدم دفادة العميل لأي من التزاماته بموجب هذه الاتفاقية أو عدم التزامه بسداده ولو مطلع مستحقه وأو قيمة الفاتورة خلال اربعة عشر (14) يوماً من تاريخ الاستحقاق، يحق لمزود الخدمة تذكرة هذا الخلاف وحسم المبلغ المستحق من الديمة المكتسبة أعلاه، وذلك وفقاً لتجهيزات العميل على النحو الذي ذكره مزود الخدمة مناسب، ويستمر قطع خدمة غاز البترول المسال في العقار حتى يعيد العميل الديمة إلى قيمتها الأصلية خلال سبعة أيام من تاريخ استلام الإنذار المرجوة من مزود الخدمة.

**4.8.3** في حالة عدم التزام العميل بإعادة الديمة إلى قيمتها الأصلية خلال المدة المحددة، يقوم مزود الخدمة بخصخصة المبلغ المطلوب على فاتورة الشهير القادم، وإذا مازد مزود الخدمة بخصخصة المبلغ من الديمة وفقاً لـ رقم 2.4.8.2

أعلاه وأصبح مبلغ الديمة مفتوحاً فإنه يتلزم دفع خدمة غاز البترول المسال بإعادة الديمة بعد أن ينوب العميل بما:

- (ا) سداد كامل المبلغ والفوترة والغرامات المستحقة؛
- (ب) رد قيمة الديمة بالكامل؛
- (ج) سداد رسوم قطع وإعادة الخدمة.

### 2.5 نقل ملكية الخدمات

لا يجوز بطل ملكية الخدمات التي تغطيها هذه الاتفاقية إلا بعد أن يقوم المستأجر بتنبيه كافة العلائق المستحقة على الحساب، وفي حالة تزك الممتلكات للوحدة، يظل المالك مسؤولاً عن رسوم خدمة غاز البترول المسال حتى ينتقل مستأجر جديد إلى الوحدة أو يتم نقل ملكية الوحدة إلى مالك جديد.

### 2.6 تحديد المسؤولية والتعويض

**2.6.1** لا يتحمل مزود الخدمة ومسؤوليه وموظفيه والشركات التابعة له وكلاؤه مسؤولية وقع أي اتصالات شخصية أو خسائر أو ضرر في العقار أو وفقات بسبب الخدمة المقدمة بموجب هذا العقد.

**2.6.2** يلتزم العميل بتعويض مزود الخدمة وإعانته من أي مطالبات وتعويضات وخصارات تنشأ عن أو فيما يتعلق بعدم التزام العميل بشرط هذه الاتفاقية، ولا يتتحمل مزود الخدمة في أي حال من الحالات المسوقة عن أي خسائر مباشرة أو غير مباشرة أو خاصة أو تبعية أيا كان نوعها، بما في ذلك على سبيل المثال لا الحصر، الخسارة في الإيرادات أو الأرباح المتوقعة.

### 2.7 القوة القاهرة

في حالة حدوث قوة القاهرة، لا يتحمل المطر المتضرر مسؤولية أي فشل أو تأخير خلال الفترة التي حدث فيها ذلك نتيجة لأسباب خارجة عن سيطرته المعمولية.

### 2.8 انتهاء الخدمة

في حالة تنازل مالك/مستأجر جديد لدى مزود الخدمة، يظل المالك وأو المستأجر مسؤولاً عن رسوم خدمة غاز البترول المسال حتى تزكيه تج�يل مالك/مستأجر جديد لدى مزود الخدمة وإبرام اتفاقية جديدة.

### 2.9 سياسة الخصوصية

ينتهد مزود الخدمة بموجب الأحكام السارية بعدم الإصلاح عن المعلومات الخاصة بالعميل لأي شخص أو جهة أخرى.

### 2.10 إقرار

يقر العميل أن كافة المعلومات الواردة في هذه الاتفاقية صحيحة وسلبية وأنه يتهم أن تقديم معلومات غير صحيحة ومضللة يمكن أن يؤدي إلى إنهاء اتفاقية.

### 2.11 الالتزام بالقوانين

ينتهد العميل بالالتزام بكافة القوانين السارية في جميع الأوقات أثناء مدة اتفاقية.

### 2.12 التوقيع الإلكتروني

يقر ويوافق العميل بموجب الخدمة على أن استخدام التوقيع الإلكتروني يكون بمثابة قبول للانتمام بالشروط الواردة في هذه الاتفاقية، وكل العميل أو مزود الخدمة قام بالتوقيع فعلياً على أصل الاتفاقية وأن التوقيع الإلكتروني يشكل اتفاقية ملزمة بمحنة بين العميل ومزود الخدمة.

Customer Statement		
I/We state that, the information provided is verified and accepted by me. I/We hereby agree to the terms and conditions set forth in this Agreement and all its annexes I/We hereby agree that if an e-signature is used to sign this Agreement, it shall be a valid and true signature of the Signatory.		
Customer Name		Customer Name (Co-Signatory)
Customer Signature		Customer Signature (Co-Signatory)
Signatory On behalf of Service Provider		

## Gas Integrated Solutions End-User Agreement

### Annex 1- Registration Form

<b>Property Details</b>			
Project Name:		Phase/Sector:	
Building Name:		Unit Type:	
Unit No:			
<b>Customer Information</b>			
First Name:		Last Name:	
ID Number:			
ID Type:		ID Expiry Date:	
Tenancy Contract Start Date:		Tenancy Contract End Date: (if applicable)	
Trade License No: (if applicable)		Trade License Expiry Date:: (if applicable)	
Company Name: : (if applicable)			P.O. Box:
Address (Street /Area):			
Emirate:		Landline:	
Mobile (1):		Mobile (2):	
Email Address (1):			
Email Address (2):			
<b>Customer Statement</b>			
I/We state that, the information provided is verified and accepted by me. I/We hereby agree to the terms and conditions set forth in this Agreement and all its annexes. I/We hereby agree that if an e-signature is used to sign this Agreement, it shall be a valid and true signature of the Signatory.			
<b>Customer Name</b>		<b>Customer Name (co-Signatory)</b>	
<b>Customer Signature</b>		<b>Customer Signature (co-Signatory)</b>	

For documents that should be submitted along with registration and applicable registration fees, service charges, and rates, please refer to relevant annexes below

## **Gas Integrated Solutions End-User Agreement**

### **Annex 2 – Required Documents and Registration Methods**

In order to register with Aquacool and receive LP Gas services, the following documents are required:

- Signed End-User Agreement (hard copy or through our web portal)
- Signed Aquacool registration form (hard copy or through our web portal)

For customers registering with Aquacool as individuals, the customer should sign the above mentioned documents. For corporate customers (companies), the documents should be signed by the authorized representative assigned by the company through a Power of Attorney (POA)

In addition to the above, the following documents are required, depending on the type of customer:

<b>For a Tenant (Individual)</b> <ol style="list-style-type: none"> <li>1. Tenancy contract OR Ejari certificate</li> <li>2. Passport copy</li> <li>3. Visa copy</li> <li>4. Emirates ID copy</li> </ol>	<b>For an Owner (Individual)</b> <ol style="list-style-type: none"> <li>1. Title deed</li> <li>2. Passport copy</li> <li>3. Visa copy</li> <li>4. Emirates ID copy</li> </ol>
<b>For a Tenant (Company)</b> <ol style="list-style-type: none"> <li>1. Tenancy contract OR Ejari certificate</li> <li>2. Trade license copy</li> <li>3. Power of attorney</li> <li>4. Passport copy of authorized signatory</li> <li>5. Visa copy of authorized signatory</li> <li>6. Emirates ID copy of authorized signatory</li> </ol>	<b>For an Owner (Company)</b> <ol style="list-style-type: none"> <li>1. Title deed</li> <li>2. Trade license copy</li> <li>3. Power of attorney</li> <li>4. Passport copy of authorized signatory</li> <li>5. Visa copy of authorized signatory</li> <li>6. Emirates ID copy of authorized signatory</li> </ol>

There are two ways to register:

1. Online registration: Kindly visit <https://aquacool.me/>; you will be asked to fill in your details, upload the required documents, and pay the registration fees and deposit
2. Manual registration: please fill the provided Registration Form along with the required documents and fees. You may fill the registration forms, sign them, scan them, and email them to our customer Care team at the below email.

#### **Aquacool Contact Details:**

Call center: 600-560-136

E-mail: [customercare@aquacool.me](mailto:customercare@aquacool.me)

## **Gas Integrated Solutions End-User Agreement**

### **Annex 3 – Aquacool Payment Methods**

#### **IMPORTANT NOTE:**

For cash deposits and bank transfers, please ensure to provide a proof of payment to us via email to allow us to allocate the payment to your account with Aquacool. The proof of payment should clearly show the **Customer's full name, building name, and unit number**.

Failure to send a copy of the payment will cause delays in processing of payment into your account and may result in late fees and/or disconnection of your Gas services.

Please refer to below list of acceptable Payment Methods:

#### **1. Online through Aquacool's web portal**

- Visit our Website at <https://aquacool.me> and click on "Log In"
- Log in with your User ID and Password
- On your home screen click on the contract number to view & pay your outstanding
- Balance and proceed with payment.
- If you forgot your password, click on the "forgot password" link to reset your Password.

#### **2. Cash Deposit at ATM or Bank Teller (in Branch)**

Cash deposit payment may be done via any DIB Branch /ATM into our DIB Account number **001520223959501** (please refer to the above-mentioned note)

#### **3. Check**

Check payable to Gas Integrated Solutions Payment Services Provider LLC may be deposited into our DIB Account # **001520223959501**

#### **4. Bank Transfer**

Bank transfer to the below account details. (Please refer to the above-mentioned note)

Bank name: **Dubai Islamic Bank (DIB)**

Beneficiary Name: **Gas Integrated Solutions Payment Services Provider LLC**

Account#: **001520223959501**

IBAN: **AE740240001520223959501**

Swift code: **DUIBAEAD**

Branch Name: **Dubai Main Branch**

For any clarifications regarding the above payment methods please contact us.

#### **Aquacool Contact Details:**

Call center: 600-560-136

E-mail: [customercare@aquacool.me](mailto:customercare@aquacool.me)

## **Noor – Gas Integrated Solutions End-User Agreement**

### **Annex 4 – Schedule of Fees and Service charges**

<b>Charge Description</b>	<b>Fee excluding VAT(AED)</b>	<b>Description</b>
Cylinders	As per the announced prices in the Emirate of Dubai	
Monthly Service Fee (meter reading, billing, collection and meter maintenance)	15	Billing and collection fee paid monthly by each Customer (Owner/Tenant) and retained by Aquacool for services rendered.
Administration Fee (new move-in)	200	A 'one off' account administration fee paid by each Customer upon signing the End-User Agreement for setting up the account.
Disconnection Final bill	150	Disconnection fee on move out customer.
Return Check Fee	100	A fee payable to Aquacool by the Customer in the case of a returned or 'bad cheque' being issued.

<b>Applicable Rates</b>	
Residential Gas Supply	AED 14.00 per m <sup>3</sup> Consumed – Payable quarterly
Commercial Gas Supply	AED 14.00 per m <sup>3</sup> Consumed – Payable monthly
<b>NOTES:</b>	The above rates are subject to 5% VAT The above rates are subject to change based on the landlord's decision or the change of rates charges to the building by the utility providers. The service provider shall notify end-users ahead of any changes.

## **Noor– Gas Integrated Solutions End-User Agreement**

### **Annex 5 – Security Deposit Policy and Details**

The Customer (whether Tenant or Owner) acknowledges and agrees to pay an initial refundable deposit to the Service Provider upon signing the Gas Service End User Agreement.

Security deposits are required for the following reasons:

- In the case of non-payment of the bill.
- Final Bill. If there are no amounts owing or outstanding from the Customer at the completion of the contract, and the Customer requests for a Final Bill as per general procedures, the deposit will be refunded to the Customer within 14 days.

The security deposit for each unit will depend on its size, as detailed in the below table:

Unit Type	Suggested Security Deposit amount In AED per unit
Residential	250
Retail	1,000
<b>Depending on the size, type of the unit and expected consumption</b>	