

## Gasky Frequently Asked Questions [support@gasky.co](mailto:support@gasky.co)

### General

- What is Gasky?
  - Gasky is an on-demand fuel delivery service. Download the Gasky app and request delivery. One of our Attendants will come fill your car in one hour.
- Where is Gasky available?
  - Gasky is available in select areas in Atlanta. Currently, we're servicing corporate campuses in Alpharetta.
- What is the average gas price offered by Gasky?
  - We calculate local gas station prices based on your location for delivery.
- What are your hours of operation?
  - Gasky is available in Atlanta:  
Monday – Friday 9AM-5PM
- What devices do you support?
  - Gasky currently supports iPhone, but will support Android devices soon!

### Delivery

- What is a Gasky Attendant?
  - A Gasky Attendant is a hired pick-up truck driver that fills gas for your car. Our drivers undergo extensive safety and compliance training to ensure your car is refueled safely.
- Do I need to be at the car when a Gasky Attendant is there?
  - No. Gasky is designed to be a convenient and seamless service from the moment you tap and request gas. You can track your order using the Gasky app.
- My car has a gas cap lock. How will you access my tank?
  - Be sure to crack the fuel lid open before your set delivery window so that our Attendants can access your tank.
- Leaving my fuel lid open - is this safe?
  - If for any reason you feel unsafe about leaving your fuel lid open, you may contact your Attendant before he arrives.
- How do I know when a Gasky Attendant is on route? Or when my car has been serviced?
  - You can track your order using the Gasky app.
- What if my car is parked in a garage?
  - You may indicate an optional specific garage level or parking lot assignment number when requesting Gasky. This information will help our Attendants locate your car using the GPS location and your vehicle make, model, color, and license plate number.

- How quickly will I receive gas?
  - Deliveries can be scheduled within 1 hour. You can also schedule a specific time one day ahead.
- What type of gas can I order?
  - Regular (87) and Premium (93).
- What is the quality of the gas you deliver?
  - Gasky provides top-tier gas ([www.toptier.com](http://www.toptier.com)). It is the same fuel that retails at Costco, Chevron, Exxon, Shell, and Texaco, for example.
- What if I have to leave after requesting gas?
  - No problem! You can cancel your request through the app. However, if you cancel your order within one hour before your delivery window, there will be a \$5 cancellation fee charged to your card.
- Can I specify how much gas I want?
  - Currently we only offer full-tank fill-ups, or at a \$25 minimum.

#### Payment

- Is there a fee?
  - There is a flat \$5 delivery fee.
- How do I know I'm getting exactly what I paid for?
  - When your delivery is complete, you will see a photo of the meter and the exact amount gallons that was filled on the Gasky app.
- How do I get a receipt?
  - Once your delivery is complete, you will receive a receipt via email.

#### Contact Us

We want to hear from you! A Gasky team member will be in contact with you 24-48 hours.

#### *Customer Support:*

\* [support@gasky.co](mailto:support@gasky.co)

Pending questions (We can add them later)

- Are your meters accurate?
- Are you insured?
- Do you only fill up cars? What about trucks or other vehicles?
- What happens if the driver doesn't find my car?
- What happens if the delivery is not done on time?
- Is my payment secure when I order with my credit card?
  - Gasky is a cashless service.