

10 June 2025

Important Notice: LPG Cylinder Exchange & Deposit Policy

Dear Valued Customer,

Isinkwe Energies is formally appointed as the KwaZulu-Natal distributor and re-filler for Khan Gas cylinders, which are fully approved and registered with the LPG Safety Association of South Africa (LPGSA).

We operate a cylinder exchange program specifically for cylinders originating from Afrox, Easigas, Oryx/BP, and Totalgaz.

Policy Details:

Deposit Waiver: A deposit on our Khan Gas cylinder will be waived when a like-for-like cylinder from one of the aforementioned approved suppliers is presented for exchange. Your existing cylinder will be retained by Isinkwe Energies in lieu of such deposit.

Supplier Transition Protocol: Should no re-orders for gas be detected within a 30-day period, it will be presumed that the customer has transitioned to an alternative supplier. In such instances, the customer's original, like-for-like cylinder (e.g., Afrox 9kg for Afrox 9kg) will be returned upon the successful return of our Khan Gas cylinder.

Unreturned Khan Cylinders: In the event that our Khan Gas cylinder cannot be returned by the customer within 14 days, the originally exchanged cylinder/s will still be released, however the unreturned Khan Gas cylinders will incur a cylinder replacement fee, set by Isinkwe Energies and payable by the customer on invoice presentation.

We are committed to providing products of the highest quality and reliable service.

Sincerely,

Customer Acceptance

Witness



Kyle Hartley

Director

Name:

Date:

Name:

Date:

Isinkwe Energies (Pty) Limited

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