



In accordance with the Freedom Fuels' Product Information Statement please find the below the checklist to be followed to ensure the efficient processing of your Fuel Quality or Quantity Complaint.

## How to Make a Complaint

1. Complete a Fuel Quality / Quantity Investigation Form
  - Please contact any Freedom Fuels' Company Owned Site\* or our Customer Service Centre on 1300 667 202 or [csc@freedomfuels.com.au](mailto:csc@freedomfuels.com.au). Our Staff will complete a Fuel Quality or Quantity Investigation Form upon receipt of your complaint to enable your complaint to be investigated.
  - A copy of the Freedom Fuels Product Information Statement as displayed at our Sites will also be provided or forwarded to you.
2. **Provide the following:**
  - **Proof of Purchase:** You need to prove that you purchased your fuel from Freedom Fuels by providing your purchase receipt or bank statement, location, date and time of purchase, product type and volume purchased;

### In addition, for all Fuel Quality Complaints please provide:

- **Fuel Sample:** retained a minimum 2 litre fuel sample from your vehicle or equipment in an Australian Standard compliant fuel container;
- **Proof of Vehicle Maintenance** -proof that your vehicle or equipment has been regularly serviced and maintained in accordance with your vehicle manufacturer recommendations.
- **Mechanical Inspection:**
  - Organise for your vehicle or equipment to be inspected or repaired by a qualified mechanic;
  - Have your mechanic test for other common mechanical problems not caused by faulty fuel such as engine tuning, air and fuel filters or spark plug/leads needing replacement etc simply due to fair wear and tear;
  - Provide us with a copy of the mechanics report and a quote for the cost of repair, or an invoice for repairs already carried out, which clearly details the cause of the damage and repairs carried out.

You may provide the above to the Site you purchased your fuel from, or another Freedom Fuels' site, or to our Head Office at Eagle Farm if this is more convenient.

## Complaint Processing

Freedom Fuels will investigate your complaint and if it is determined that our fuel caused loss or damage to you or your vehicle or equipment then we will:

1. reimburse you for your fuel purchase; and/or
2. reimburse any overcharge due to incorrect quantity being dispensed at the bowser; and/or
3. pay for any repair costs directly incurred as a result of any faulty fuel.

## Further queries

Should you have any further queries please contact us via:

Freedom Fuels  
Unit 8, 16 Theodore Street, Eagle Farm Q 4009  
Tel: 1300 667 202  
Email: [csc@freedomfuels.com.au](mailto:csc@freedomfuels.com.au)

\*For full site listing please see [www.freedomfuels.com.au](http://www.freedomfuels.com.au)