

**NEW ZEALAND RETAILERS ASSOCIATION  
ORDER REPLACEMENT SHELL CARD**

*Please read the security notes overleaf before completing this form*

**Company Details**

Business Name  Shell Account Number

Contact Person:  Telephone:

The card to be replaced (number):

I would like to cancel this card immediately.  I would like to cancel this card in 10 days.

**Please choose one of the following three options:**

Please update your information for your replacement card on our account as (tick) one of three options:

**Personal Closed Card**

Vehicle Reg Number: [  ]  
Vehicle Make & Model: [  ]  
Vehicle Body Style: [  ]  
Vehicle Colour: [  ]

Cardholder Name:

**Personal Open Card**

Any Vehicle (Pool Cars)  
 Tick

Cardholder Name:

**Vehicle Card**

Vehicle Reg Number: [  ]  
Vehicle Make & Model: [  ]  
Vehicle Body Style: [  ]  
Vehicle Colour: [  ]

Any Driver (Pool Drivers)  
 Tick

**Product Categories - please tick**

V-Power  Oil  Shop/All Services  
 Ultra 91  Car Wash  Equipment & Vehicle Hire  
 Diesel  Vehicle Servicing  
 Gas (LPG)

**Management Controls**

Compulsory PIN?  
  
Select your own PIN  
 Compulsory Odometer entry?

**Usage Limits - please tick**

Daily Card Limit \$150  \$250  \$500  \$1,000  \$2,000   
Monthly Card Limit \$500  \$1,000  \$5,000  \$15,000  \$30,000

**Authority - to be completed by Owner/Director/Partner/Manager**

I hereby request that this card is issued and I confirm that I have the requisite authority.  
I confirm I have read and understood the security notes and Conditions of Use (pages 2, 3 and 4) and that cards issued pursuant to this request will be subject to those Conditions of use

Name of Owner/Director/Partner/Manager

Date

Signature of Owner/Director/Partner/Manager

Return page 1 by facsimile 04 472 1071, or scan and email to shellcard@retail.org.nz  
or post to New Zealand Retailers Association, PO Box 12 086, Wellington

## Security Note - Card Details and Cardholder Details



There are a number of ways a card may be issued and these are ranked in order of security:

### 1 **Named Cardholder, Specific Vehicle**

This is very secure, particularly when coupled with a compulsory PIN. The vehicle is identified by registration number, make & model, colour and body type

### 2 **Named Cardholder, Any Vehicle**

Still reasonably secure, more so if coupled with compulsory PIN. But this also provides flexibility, as sometimes the cardholder may need to use another work vehicle or hire car.

### 3 **Any Driver, Specific Vehicle**

#### ***Do not leave the card in the Pool Vehicle***

This is useful for Pool Vehicles. You should request a PIN for added security. However, for situation where only 2 or 3 people use the pool vehicle, you could consider issuing each driver with their own card and PIN for added security.

### 4 **Any Driver, Pool Vehicle**

This option is no longer offered for security reasons.

## Vehicle Body Types

Choose from one of the following styles:

Boat	Motorcycle
Bus	Mower
Camper Van	Outboard Motor
Coach	Paver
Compactor	People Mover
Convertible	Roller
Coupe	Scooter
Crane	Sedan
Cruiser	Ship
Digger	Special Purpose
Double Cab Ute	Station Wagon
Excavator	Sports Utility Vehicle (SUV)
Forklift	Tank
Fuel Trailer	Tanker
Grader	Tipper
Hatchback	Tractor
Hearse	Tractor Mower
Launch	Trailer
Limousine	Truck
Loader	Utility
Logstacker	Van
Mini Bus	Wagon (Estate)

## Fees

We are pleased to remind members that Association Shell Card charges:

- NO account fees
- NO transaction fees
- NO set up fees
- NO fees for replacing cards

There is a small card fee of 30 cents plus gst per card per invoice period.  
THIS IS WAIVED if you choose to receive your Shell Card invoice by email.  
Please contact us for information.



## Conditions of Use

### 1. Acceptance of Conditions

The New Zealand Retailers Association Shell branded fuel card is issued to the Cardholders at the request of the Business member. Cardholders are authorised by and act as agents for the member, the first use of the Shell Card confirms acceptance of the conditions set out below.

### 2. Shell Card

Each Shell Card is identified with:

- A unique Cardholder number
- The Shell Card account number and name of account holder
- The drivers name or 'Any Driver' respectively
- the vehicle's registration number or 'All Pool' respectively
- The vehicle's description or 'Any Vehicle' respectively
- The member's Shell customer number and
- The card expiry date

Each card is for the sole use of the nominated vehicle — it is not transferable, Pool vehicle drivers will be required to sign and print their names in the space provided on Charge forms. Shell Card is for use in New Zealand only. Neither the New Zealand Retailers Association nor Shell New Zealand Ltd accepts any responsibility for unauthorised use and consequences.

### 3. Personal Identification Number (PIN)

A PIN will be issued with each card if requested by the member on the application form. Use of the PIN by the Cardholder is mandatory at Shell truckstops and, where customers have requested compulsory PIN entry, at all sites processing transactions electronically. Where use of the PIN is optional, the card may be used at Shell Service Stations on zip-zap charge forms. Where a PIN is not required, the PIN mailer should be destroyed by shredding or other destructive disposal. If the PIN is required to be given to several drivers, members are responsible for ensuring the PIN is communicated and recorded in a secure fashion.

Members are liable for all usage of the card with the PIN,

### 4. Property

The Shell Card remains the property of Shell New Zealand Ltd and must be returned to The New Zealand Retailers Association;

- When cancelled
- When requested by The New Zealand Retailers Association or Shell New Zealand Ltd.

### 5. Suspension and Cancellation

The New Zealand Retailers Association reserves the right to suspend or cancel a Shell Card or Account at any time without notice. Cards suspended or cancelled by The New Zealand Retailers Association must be returned immediately. The member may cancel a Shell Card or Account at any time by forwarding notice in writing to the New Zealand Retailers Association quoting your member number. Cancellation advice must be accompanied by the relevant Shell Card(s) sent with your letter to The New Zealand Retailers Association. Monies owing to The New Zealand Retailers Association will be payable within 7 (seven) days of the date of the invoice or statement.

### 6. Security and Loss of Shell Card

The member is responsible for the safe custody and authorised use of each Shell Card and PIN. Loss, theft or unauthorised use of any Shell Card must be notified to New Zealand Retailers Association. Written notice must also be given to the New Zealand Retailers Association, P0 Box 12086, Wellington, phone (04) 472 3733, and fax (04)472 1071. Advice should include registration details or the identification number shown on the card(s). Liability remains with the member until written notice is received by both Shell New Zealand Ltd and New Zealand Retailers Association. Shell Cards which have expired should be disposed of after cutting them in half.

### 7. Purchases

The Cardholder may purchase Shell branded motor fuels and the goods and services in the categories identified by the member in the application form and indicated by the applicable icons on the card. Use of the card will be subject to the purchase limits specified by the member on the application form. Purchase limits may be varied by Shell New Zealand Ltd from time to time. The member is responsible for ensuring that the Cardholder is aware of and complies with the purchase limits. The New Zealand Retailers Association cannot guarantee the acceptance of the card at every outlet listed.

### 8. Authority to New Zealand Retailers Association

The New Zealand Retailers Association is authorised to debit the members account with each purchase of Shell fuels or lubricant and other purchases made by using a valid Shell Card at any Shell outlet.

### 9. Effecting a Purchase

1. Truck Stop. Before obtaining fuel, the driver inserts the Shell Card into the machine. Easy-to-follow instructions tell the driver exactly what to do. After taking delivery of the fuel, driver returns to collect the Shell Card receipt (docket).

2. Service Station Counter. When a Shell Card is presented to the Shell Service Station employee for payment, the driver will be given a Shell Card Charge Form or an EFT system receipt docket. The EFT docket records the Cardholder's card number, the pump price value of the Shell fuel purchased, the service station price of the Shell lubricants purchased, the date of purchase and the name of the Shell Service Station. The Charge Form will, detail the quantity of fuel purchased and also other products purchased, Recording of the odometer reading will be compulsory on each occasion the card is used if so required by the member on the application form. The member is responsible for ensuring the Cardholder is aware of, and complies with, the requirement to record odometer readings. This form also has the facility to record an odometer reading or an order number, The Charge Form or EFT docket will be the only receipt issued to the Cardholder,

**Continued on next page**

### 10. Fees

10.1 The member may be required to pay a New Zealand Retailers Association transaction fee for each use of the Shell Card. The New Zealand Retailers Association will give 90 days written notice of any charge in the transaction fee. The member is also required to pay Government and statutory charges and duties that are, or come into force.

10.2 The member is required to pay the New Zealand Retailers Association a fee of 30 cents plus GST per card per fortnight for each fortnightly period in which the card is used.

### 11. Shell Card Statement

The New Zealand Retailers Association will issue twice each month a Tax Invoice detailing the members account, including monthly card fees, transaction fees and GST. The member is required to pay the amount shown on the Tax Invoice in accordance with the direct debit arrangements.

### 12. Non-Payment of Account

In the event that the member's Shell Card Account remains unpaid, then The New Zealand Retailers Association has the right to immediately prevent further purchase by the cards issued on that account and to undertake collection activities in order to recover the amount of debt and any further charges or purchases made. Any legal fees or other costs which the New Zealand Retailers Association may incur in recovering amounts owed by the member will be payable by the member. Interest on overdue amounts accrues at the rate of two and one half per centum per month. For the purposes of the Credit Contracts Act 1981, the 'finance rate' is 30 per centum per annum.

### 13. Issuing Card Fee

The New Zealand Retailers Association reserve the right to introduce a charge for the issue or re-issue of a Shell Card and vary that charge should circumstances dictate.

### 14. Inability to supply Shell Motor Fuel

Neither the New Zealand Retailers Association nor Shell New Zealand Ltd shall be responsible for any loss or inconvenience which may be caused by the New Zealand Retailers Association, Shell or any Shell Service Station operator's inability to supply the Cardholder's requirements for Shell motor fuel or Shell lubricants at any particular time or place.

### 15. Changes in Conditions

The New Zealand Retailers Association reserves the right to vary, delete or supplement the Shell Card conditions for use upon no less than 30 days written notice to the member,

### 16. Change of Address

The member must notify the New Zealand Retailers Association of any change in the member's name, postal address or street address of business and directorship (in the case of a company member) immediately upon a change being effected.

### 17. Notice to Members

When the New Zealand Retailers Association gives written notice to the member under the New Zealand Retailers Association conditions of use, the New Zealand Retailers Association will post the notice to the member's latest address notified to the New Zealand Retailers Association, Once posted, the notice and its contents will be taken to have been received by the member. The first use of a Shell Card after a notice is given indicates the member's acceptance of the condition(s) or change in condition(s) as notified.

### 18. Notice to the New Zealand Retailers Association

Where the member gives written notice to Shell New Zealand Ltd under the New Zealand Retailers Association conditions of use, the member must give notice either by post or facsimile, the notice shall not be effective until written notice is received by Shell New Zealand Ltd.

### 19. Taxes and Duties

Unless precluded by legislation, the New Zealand Retailers Association reserves the right to charge the member's Shell Card Account with Government rates, taxes or charges which now are or which in the future may be imposed or charged upon the member's Shell Card transactions whether or not the member is primarily liable for the impost or charge,

### 20. Interpretation

"Cardholder" means the person presenting the Shell Card, embossed in the member's name and with the nominated vehicle registration number;

"Member" means the company or person(s) at whose request the New Zealand Retailers Association agrees to make a Shell Card Account facility available;

"New Zealand Retailers Association" means the New Zealand Retailers Association of New Zealand Incorporated, its successors and assigns.

"Shell" means Shell New Zealand Limited, its successors and assigns.

"Shell Card" means a card so named and issued by Shell which is to be used for the purposes described by the New Zealand Retailers Association's conditions of use

"New Zealand Retailers Shell Card Conditions of Use" means these conditions of use and any notified amendment or conditions of use in addition to these conditions,

"Month" a reference to a month is a calendar month.

"Charge Form" means the Shell Card voucher on which sales transactions are recorded in the manner approved by the New Zealand Retailers Association with the Shell Service Station; and

"EFT" means Electronic Funds Transfer' the system by which electronic authorisation of a Shell Card purchase is made, The transaction is automatically transferred to the New Zealand Retailers Association Card Tax Invoice for the billing period and payment is made along with your other transactions.