

To whom it may Concern;

OFFICIAL CONFIRMATION OF REFUND POLICY

This document serves as an official confirmation of our refund policy in the event that the Seller fails to deliver petroleum products into our **PANTERA LLC** leased storage tanks.

Refund Policy Overview

Refunds will be processed **within 24 hours** following confirmation and validation of the following company policies:

Identity Verification

Prior to processing any refund, PANTERA LLC is required to **verify the identity** of the recipient to prevent potential fraud. Refunds will only be issued to an account that is:

- ❖ In your name or your corporate name
- ❖ A nominated account verified by you

Required Documentation (“Verifying Documents”)

To complete the identity verification process, the following documents must be submitted:

- ❖ **Photographic ID (Color Copy):** Acceptable forms include a Passport, Driver’s License, or National ID Card. The ID must clearly display your **full name, photograph, and signature**.
- ❖ **Proof of Address:** Acceptable documents include a **utility bill** or a **bank/card statement** dated within the last six (6) months. The document must show your **full name and current address** as registered with us.

PLEASE TAKE NOTE:

- ❖ **DIP TEST Failure:** PANTERA LLC will issue a **full refund** within 24 hours if the DIP TEST fails for any reason.
- ❖ **TSR Refunds:** PANTERA LLC will issue a **full refund** within 24 hours in cases such as:
 - Seller unavailability
 - Product delays
- ❖ **End Seller Non-Performance:** PANTERA LLC will issue a **full refund** within 24 hours for payments made toward the endorsement of the following documents in the event of End Seller non-performance: TTTIA, TTVIA, IPA, NOR, CI, DTA, ATV, IAL, ATI
- ❖ **TSR Issuance Policy:** PANTERA LLC will only issue a **Tank Storage Receipt (TSR)** based on the **Lessee’s chosen name** as indicated.

We appreciate your cooperation and look forward to a successful and productive working relationship with your company.


Olbach Murphy

