Autumn Offer: £10 Off Heating Oil

Terms and conditions | Offer period 1 to 30 November 2026

1. **Promoter.** The promoter is Rix Petroleum (Hull) Limited, registered in England & Wales with registered number 00567133, whose registered office is at 2 Humber Quays, Wellington Street West, Hull, HU1 2BN. It acts on behalf of itself and the participating Rix Petroleum companies listed in our Terms and Conditions of Sale of Bulk Fuel, except Rix Petroleum (Midlands) Limited ("Rix", "we", "us").
2. **The offer.** Eligible customers will receive £10 off one heating oil order placed between 00:01 on 1 November 2026 and 23:59 on 30 November 2026 (the "Offer Period"). The £10 is deducted from the price of your order before VAT is added. VAT is then charged at the applicable rate on the discounted price.
3. **Eligibility.** The offer is open to new and existing domestic customers aged 18 or over, ordering for delivery to a residential property within our delivery area. It is not available on business, commercial or agricultural accounts. The offer is not available to customers whose deliveries are supplied by our Midlands depot (Rix Petroleum (Midlands) Limited, trading as Rix Oakleys). Customers supplied by our Mercia depot can take part. If you're not sure which depot supplies you, call 0800 542 4207 before you order.
4. **Minimum order.** The offer applies to orders of 500 litres or more.
5. **How to claim.** Quote code AUTUMN10 when ordering online at rix.co.uk, by phone on 0800 542 4207 or by calling your local participating Rix depot. You must claim the discount when you place your order. It cannot be applied to orders placed before or after the Offer Period.
6. **Orders outside the offer area.** If the discount is applied to an order supplied by our Midlands depot, we will contact you before delivery. You can then either continue at the full price or cancel your order free of charge.
7. **Limit.** The limit is one discount per household during the Offer Period. A household means all customers who receive deliveries at the same address.
8. **Delivery.** Your order must be placed within the Offer Period. Delivery may take place after the Offer Period ends.
9. **Value.** The discount is deducted from the order price (excluding VAT) quoted at the time of your order. It has no cash value, and it is non-transferable. It cannot be exchanged for cash or account credit.
10. **Other offers.** The offer cannot be used with any other offer, voucher or promotional code. You can use it together with fuel account credit won through Rix Spin to Win.
11. **Cancellations and refunds.** If you cancel your order, the discount will be lost. Any refund will be the amount you paid after the £10 discount. If we cancel your order for reasons outside your control, we will apply the discount to a replacement order placed within 14 days, even if the Offer Period has ended.
12. **Part deliveries.** The discount will still apply if we deliver less than you ordered because your tank cannot hold the full quantity or because of an Event Beyond Our Control.
13. **Misuse.** We may refuse or withdraw the discount if we reasonably believe the offer has been misused. This includes using several accounts, names or addresses to claim it more than once.
14. **Changes to the offer.** We may withdraw, change or extend the offer if circumstances outside our reasonable control make it necessary. We will honour the discount on any order we have already accepted.
15. **Terms of sale.** All orders are subject to our Terms and Conditions of Sale of Bulk Fuel, including our right to refuse orders. If these offer terms conflict with those terms, these offer terms apply to this offer.
16. **Data.** Personal data is processed in line with our privacy policy.
17. **Your rights and governing law.** Your statutory rights are not affected. These terms are governed by the laws of England and Wales. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts.