

FulTank (Pty) Ltd

Terms and Conditions of Use

Version 1.0 | Effective Date: 17 June 2026

1. Introduction

These Terms and Conditions govern the use of FulTank products, services, prepaid fuel cards, ClientHub, Fuel API, websites and related services. By applying for, activating, funding, accessing or using any FulTank service, you agree to these Terms and Conditions.

2. About FulTank

FulTank (Pty) Ltd provides prepaid fuel card solutions for individuals, families and businesses throughout South Africa.

3. Eligibility

Customers must provide accurate and complete information during the application process. FulTank reserves the right to request additional verification documents.

4. Fuel Card Usage

FulTank cards are prepaid fuel cards and may only be used in accordance with programme rules and merchant acceptance requirements.

5. Funding and Top-Ups

Funds will only be loaded once payment has been received and verified. Banking and third-party processing delays may affect loading times.

6. Fees

FulTank may charge fees associated with card issuance, top-ups, courier services, card replacement, PIN resets and other services.

7. PIN Security

Customers are responsible for protecting their PINs and account credentials.

8. Lost, Stolen or Damaged Cards

Customers must notify FulTank immediately if a card is lost, stolen or compromised.

9. ClientHub

Customers are responsible for maintaining the security of ClientHub login credentials.

10. Fuel API Services

Fuel API services are provided on a best-effort basis and are subject to availability and maintenance.

11. Customer Responsibilities

Customers must provide accurate information, keep details updated and report suspected fraud immediately.

12. Limitation of Liability

FulTank shall not be liable for indirect or consequential damages arising from the use of its products or services.

13. Privacy and Information Processing

Personal information is processed in accordance with FulTank's Privacy Policy, POPIA Notice and applicable legislation.

14. Suspension and Termination

FulTank may suspend or terminate services where fraud, false information or programme rule breaches occur.

15. Amendments

FulTank may update these Terms and Conditions from time to time.

16. Governing Law

These Terms and Conditions are governed by the laws of the Republic of South Africa.

17. Force Majeure

FulTank shall not be liable for failures caused by events beyond its reasonable control.

18. Contact Details

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