

REFUND GUARANTEE POLICY

Attention: End Buyer / Buyer's Mandate

Attention: End Seller / Seller's Mandate

This letter serves as an official confirmation of the refund policy issued by concerning petroleum product transactions involving our leased storage facilities.

In the event that the Seller fails to deliver the petroleum products into the leased storage tanks operated or managed by Blue Gate Shipping and Trade B.V., the company shall process the applicable refund within twenty-four (24) hours, subject to the terms and conditions stated below.

1. Identity Verification Requirement

Prior to the processing of any refund, Blue Gate Shipping and Trade B.V. reserves the right to verify the identity of the refund beneficiary in order to prevent fraud, unauthorized claims, or financial misconduct.

Refund payments shall only be remitted to:

- The original payer; or
- A verified corporate account registered under the same legal entity involved in the transaction.

2. Required Verification Documents

To complete the refund verification process, the claimant shall provide one or more of the following supporting documents ("Verification Documents"):

a. Government-Issued Identification

A clear color copy of any of the following:

- ✓ International Passport
- ✓ Driver's License
- ✓ National Identity Card

The submitted document must clearly display:

- ❖ Full Name
- ❖ Photograph
- ❖ Signature
- ❖ Document validity details

b. Proof of Address

A valid document issued within the last six (6) months, such as:

- Utility Bill
- Bank Statement
- Credit/Debit Card Statement

The document must clearly indicate:

- Full Name
- Residential or Corporate Address
- Date of Issue

3. Refund Conditions

3.1 Dip Test Failure

Blue Gate Shipping and Trade B.V. shall reimburse one hundred percent (100%) of the allocation payment within twenty-four (24) hours in the event that the Dip Test fails for any reason whatsoever.

3.2 TSR-Related Refund

Blue Gate Shipping and Trade B.V. shall reimburse one hundred percent (100%) of the payment made for the Tank Storage Receipt (TSR) within twenty-four (24) hours in the event of:

- Seller unavailability;
- Failure to supply product;
- Product delays; or
- Other seller-related non-performance issues.

3.3 Documentation Endorsement Refund

Blue Gate Shipping and Trade B.V. shall reimburse one hundred percent (100%) of payments made for the endorsement or processing of the following documents:

- | | | |
|---------|-------|-------|
| • TTTIA | • NOR | • ATV |
| • TTVIA | • CI | • IAL |
| • IPA | • DTA | • ATI |

Refunds shall apply in cases of confirmed End Seller non-performance and shall be processed within twenty-four (24) hours.

3.4 TSR Issuance Policy

Blue Gate Shipping and Trade B.V. issues Tank Storage Receipts (TSRs) strictly based on the seller name designated and approved by the Buyer. No substitutions, amendments, or defaults shall be made without prior written authorization from the Buyer.

4. Final Provision

Blue Gate Shipping and Trade B.V. remains committed to conducting transparent, secure, and professional petroleum storage and logistics operations. We value the opportunity to establish a successful and long-term business relationship with all parties involved.

Yours faithfully,

Management



Thomas Levi

Tank Operator

Blue Gate Shipping & Trade BV