

Business Customer Registration

Service requested Patsime wholesale fuel supply

Complete the Watsmen registration sections once and the Patsime section for your fuel requirements. If already registered, provide your existing reference and update only changed details. Additional services require their own checks and terms.

Fuel seller: Patsime | Zimbabwe private limited company | Registration 2560/2011. Registration is administered through Watsmen's shared onboarding process; fuel quotations, orders, invoices and sales remain with Patsime.

☐ New customer ☐ Existing customer ☐ Update customer details

Existing Watsmen customer reference if known	Date of submission
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1 Organisation details

Registered legal name	Trading name if different
Country of registration	Company registration number
Tax or VAT number where applicable	Main business activity
Registered address	
Operating address if different	
Website if applicable	Primary business email

2 Authorised contacts

Primary contact name and position	Primary contact telephone and email
Procurement contact name and position	Procurement contact telephone and email
Finance contact name and position	Finance contact telephone and email

List additional authorised buyers or site contacts on an attached sheet. Each person should be identified separately; an organisation reference does not authorise every employee to place orders.

Verification and Declaration

Watsmen shared customer registration

3 Ownership and authority

Beneficial owners or controlling persons and ownership interests

Attach a continuation sheet where there are several owners or an ownership chain.

Director or authorised representative	Position and basis of authority
Authorised signatory email	Authorised signatory telephone

4 Banking and verification documents

Customer bank name	Customer account name
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- ☐ Company registration document
- ☐ Tax or VAT registration where applicable
- ☐ Bank confirmation showing customer account name

If current documents are already held against your Watsmen reference, identify them rather than resubmitting. Further evidence may be requested where reasonably needed to verify ownership, authority, payment arrangements or a transaction.

5 How your information is used

Patsime and authorised Watsmen onboarding personnel use your information to maintain a shared customer record, verify your business, administer requested services and prevent fraud. Access is limited to those who need it for these purposes. Information may be reused for another Watsmen service you request, where permitted, with any further checks and terms required. Registration does not automatically approve other services or enrol you in unrelated marketing.

Send this completed pack, updates or information enquiries to [Watsmen](#) route before sending sensitive identity evidence.

[Request a secure submission](#)

6 Customer declaration

I confirm that the information supplied is accurate to the best of my knowledge and that I am authorised to provide it for the customer. I authorise verification of the information for the purposes described above and will notify changes to ownership, authorised contacts, banking or other material details. Transactions and payment sources will be lawful. Registration alone does not create an order, reserve product or grant credit.

Authorised representative name	Position
Signature	Date
Company stamp, where used (optional)	



Fuel Supply Requirements

Patsime service onboarding and sales terms acceptance

Complete this section for purchases from Patsime. For a later order, refer to your existing customer record and provide the current order and delivery details.

7 Fuel and fulfilment requirements

Product required ☐ Diesel ☐ Petrol

Fulfilment ☐ Delivery ☐ Customer collection

Approximate litres per order by product	Required grade or specification
Expected first requirement date	Estimated monthly requirement in litres

Frequency ☐ Once off ☐ Weekly ☐ Monthly ☐ As required ☐ Other: _____

Delivery site or proposed collection location	
Receiving contact name	Receiving contact telephone and email
Receiving capacity and delivery access notes	

Attach additional sites if needed. Confirm the authorised receiver, available capacity and access arrangements for each delivery.

8 Payment arrangements

☐ Prepaid ☐ Payment on Delivery requested subject to approval

Prepayment is standard. Payment on Delivery requires prior approval after verification of the order, payer and available funds. Full cleared payment is required before discharge or release. No post-delivery credit is offered.

Expected payer legal name	Relationship to customer if different
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Disclose any third-party payer before payment. Provide an acceptable purchase order or other agreed procurement instruction when placing an order.

9 Acceptance of Patsime sales terms

I confirm that I am authorised to act for the customer and have read and accept the Patsime Customer Sales and Delivery Terms v1.2 on pages 4 to 6 of this pack. Patsime is the seller for purchases covered by this pack. Watsmen's administration of onboarding does not make the group parent the seller or guarantor. Each order remains subject to Patsime's acceptance and its written transaction conditions.

Customer registered legal name	Authorised representative name
Position	Signature and date

Patsime Customer Sales and Delivery Terms

Version 1.2 | Zimbabwe | Clauses 1 to 7

Seller: Patsime, Zimbabwe private limited company, registration 2560/2011. These terms cover purchases from Patsime as seller. Agency-only arrangements require a separate written agreement identifying the seller and each party's role.

The quotation or order confirmation states the product, quantity, price, delivery point, payment route and special conditions. These standing terms alone do not create an obligation to supply.

1 Orders And Quotations

A Patsime quotation is valid only for the period stated. A transaction becomes binding only when Patsime has accepted the customer and transaction, the customer has provided an acceptable order or written acceptance, and all required payment, supply and release conditions are satisfied.

A customer Purchase Order does not override these terms unless Patsime expressly accepts the different term in writing.

2 Prices

Prices are stated in the currency shown on the quotation or invoice. Unless expressly stated otherwise, prices may exclude applicable taxes, duties, transport, insurance, special handling, detention and other transaction-specific costs.

Patsime may reprice where a quotation expires or the customer changes the quantity, specification, delivery point or other material transaction requirement.

3 Payment

Prepayment is Patsime's standard settlement route. For prepaid transactions, full cleared payment must be independently confirmed through the approved payment route before dispatch or release.

Payment on Delivery requires Patsime's prior approval after verification of the order, payer and available funds. Dispatch may then proceed, but full cleared funds must be confirmed before discharge or irreversible product release. Payment on Delivery is not customer credit.

Payment screenshots, instructions, bank messages or verbal assurances are not confirmation of cleared funds.

Patsime does not provide 7-day, 14-day, 30-day or other post-delivery credit terms.

4 Banking And Payment Security

Customers must pay only into banking details formally issued or verified by Patsime. Material wholesale payments into personal accounts, from undisclosed third parties or through unapproved routes may be rejected or delayed while the payer is verified.

Any request to change Patsime banking details should be independently verified through an established Patsime contact before payment.

5 Product And Specification

The quotation or order confirmation identifies the product, quantity and applicable specification or grade. The customer is responsible for confirming that the ordered product is suitable for its intended use unless Patsime expressly accepts that responsibility in writing.

Reasonable industry measurement and loading tolerances may apply where relevant.

6 Delivery And Collection

Delivery or collection takes place at the location stated in the quotation or order confirmation. The customer must provide accurate instructions, safe and lawful access, an authorised receiver and appropriate receiving or storage capacity.

A driver or transporter is not authorised to accept a substitute delivery point unless Patsime has formally approved it.

7 Delivery Times

Patsime will use reasonable commercial efforts to meet agreed delivery schedules. Unless expressly guaranteed in writing, delivery times are estimates and not strict time-of-the-essence commitments.

Where a delay arises from circumstances outside Patsime's reasonable control, Patsime will communicate the revised position as soon as reasonably practicable.

Patsime enquiries www.watsmen.com/trade/patsime/

Patsime Customer Sales and Delivery Terms

Version 1.2 | Zimbabwe | Clauses 8 to 15

8 Title And Risk

For purchases covered by this pack, Patsime is the seller. Title and risk pass at the point stated in the applicable transaction document. If no different point is stated, risk passes when product is delivered and accepted at the approved delivery point and title passes only after Patsime has received all cleared funds due for that product.

9 Receipt And Proof Of Delivery

The authorised receiver should inspect the product and delivery documentation to the extent reasonably possible at receipt and sign or otherwise approve the applicable proof of delivery.

Signing the delivery record does not prevent a legitimate latent quality claim that could not reasonably have been identified at delivery.

10 Shortages, Quality Issues And Claims

Visible shortages, seal issues, wrong product or obvious damage should be recorded at delivery. Other issues should be notified as soon as reasonably practicable after discovery.

A claim should identify the order, affected product and quantity, delivery date, nature of the issue and any reasonably available supporting evidence. The affected product and relevant evidence should be preserved where reasonably possible pending investigation.

11 Claims Remedies

Patsime will assess valid claims in good faith and may, depending on the circumstances, correct documentation, replace affected product, issue an agreed credit, arrange recovery, refer the matter to the supplier, transporter or insurer, or agree another appropriate commercial remedy.

12 Failed Or Delayed Delivery

Where delivery cannot be completed because of a customer-controlled condition - including a closed site, unavailable capacity, unsafe access, unavailable authorised receiver, uncleared payment or unauthorised delivery-point change - Patsime may recover reasonable additional costs actually incurred.

These may include vehicle waiting, detention, storage, rerouting, return transport or repeat delivery.

13 Cancellation

An order may be cancelled without charge before Patsime has made an irreversible supply or logistics commitment. Once Patsime has committed to product, transport or other non-refundable transaction costs, cancellation is subject to Patsime's written approval and the customer may be responsible for reasonable evidenced costs arising directly from the cancellation.

14 Refunds

Where a prepaid order cannot be fulfilled by Patsime and no acceptable replacement arrangement is agreed, Patsime will arrange repayment of refundable customer funds attributable to that transaction after reconciliation and any lawful agreed deductions.

Refunds will normally be made to the verified source account unless another lawful arrangement is approved.

15 Customer Responsibilities

Provide accurate information and place orders through authorised representatives.

Use lawful payment sources and disclose any third-party payer before payment.

Maintain safe receiving facilities and comply with applicable product handling requirements.

Promptly disclose material changes relevant to the transaction.

Do not request Patsime staff, suppliers or contractors to bypass approved commercial or payment controls.

Patsime enquiries www.watsmen.com/trade/patsime/

Patsime Customer Sales and Delivery Terms

Version 1.2 | Zimbabwe | Clauses 16 to 24

16 Ethical Business

Neither party may offer, request or accept bribes, kickbacks, facilitation payments, undisclosed commissions, improper gifts, falsified documents or payments intended to improperly influence procurement or transaction decisions. Patsime may suspend or terminate a transaction where a serious fraud, integrity or compliance concern arises.

17 Force Majeure

Neither party is liable for failure or delay caused by circumstances outside its reasonable control, including natural disaster, fire, war, civil disturbance, government action, border or customs disruption, major labour action, transport-network failure, terminal or infrastructure failure, or material upstream supply interruption.

The affected party should notify the other reasonably promptly and take commercially reasonable steps to reduce the effect. Payment obligations for product already delivered are not excused.

18 Liability

Each party remains responsible for direct loss caused by its material breach. Except where prohibited by law or expressly agreed otherwise, neither party is liable for indirect or consequential loss such as loss of anticipated profit, opportunity, reputation or indirect business interruption.

Nothing in these terms excludes liability that cannot lawfully be excluded. Transaction-specific liability provisions expressly agreed in writing take precedence.

19 Customer Information

Customer registration is administered through Watsmen's shared onboarding process. Patsime and authorised Watsmen onboarding personnel may retain and use information for verification, account management, fraud prevention, transaction execution, transaction-related commercial communications and financial reconciliation. Access is limited to personnel and service providers who need it for these purposes. Information is retained only as needed for these purposes and applicable recordkeeping requirements.

Where the customer requests another Watsmen service, current registration information may be reused where permitted, with any additional checks and terms required for that service. Registration does not authorise unrestricted group-wide sharing or enrol the customer in unrelated marketing. Requests to access or correct information may be sent to Watsmen

20 Suspension Or Termination

Patsime may suspend new orders or transactions where customer information becomes materially inaccurate, ownership or authority cannot be verified, an unresolved payment or banking issue exists, a serious safety or integrity concern arises, or continued supply would be unlawful. Existing payment and contractual obligations survive where applicable.

21 Document Priority

If documents relating to the same transaction conflict, the normal order of priority is: (1) signed transaction-specific agreement, (2) Patsime Order Confirmation, (3) accepted Patsime quotation, (4) these Customer Sales & Delivery Terms, and (5) customer Purchase Order, unless Patsime expressly agrees otherwise in writing.

22 Changes To These Terms

Patsime may update these general terms from time to time. The version referenced by the quotation or order confirmation when the order is accepted normally applies and will not retrospectively alter an accepted transaction unless agreed or required by law.

23 Governing Law And Disputes

Unless the applicable transaction document states otherwise, these terms and Patsime transactions are governed by the laws of Zimbabwe. The parties should first attempt to resolve any disagreement promptly through authorised commercial representatives before pursuing remedies available under the applicable agreement and law.

24 Acceptance

The customer accepts these terms where it signs an agreement incorporating them, submits an order against a Patsime quotation referencing them, makes payment against such quotation or order, accepts delivery under the transaction, or otherwise expressly agrees to them.

Patsime enquiries www.watsmen.com/trade/patsime/