



Our Family Keeping Your Family Warm Since 1952

Refund Policy

Because of the nature of Propane, refunds are rare and handled on a case-by-case basis.

In the interest of full disclosure there are a few rough guidelines consumers should be aware of. The best way to manage a tank change is to use as much of the propane currently in the tank as is reasonably practical. If the tank gauge reading is under 5%, no refund is provided.

For tanks with a gauge reading above 5%, there will be a \$175 pump-off fee.

The refund paid to you will be based on the price you paid per gallon for the propane recovered, less the pump-off fee.

These are rough guidelines and are provided to so that you have an idea of what to expect. But the nature of propane distribution teaches that there are always special cases and additional considerations. This general statement of policy should not be treated as a guarantee of any kind.

If you want more information, please contact your local office at the number below.

Xenia: 1525 Burnett Dr.
Xenia, OH 45385
937-372-9194

Lebanon: 1245 South St. Rt. 42
Lebanon, OH 45036
513-228-1424

Wilmington: 6611 West St. Rt. 73
Wilmington, OH 45177
937-382-1624