



Fuelster

"Because You Have Places To Go And Things To Do" Frequently Asked Questions

What is Fuelster?

Fuelster delivers fuel directly to vehicles. Fuelster's specially trained fuel delivery drivers in specialized fuel trucks deliver high quality fuel directly to the vehicles of corporate clients (fleets) and individual customers.

Where is Fuelster service available?

Fuelster is currently available at select locations throughout Los Angeles.

When is Fuelster service available?

Generally, our service is available from 6am to 11pm, 7 days a week.

How do I sign-up?

Just download our app on the App Store or Google Play to get started.

How quickly can Fuelster provide service?

Our drivers service several locations and our service response time depends on the number of pending orders and the current locations of our drivers. We are always optimizing our delivery times and can deliver within an hour in certain locations.

How much does it cost?

Fuelster replaces the typical brick and mortar gas station with a mobile fleet. What we save in real estate costs we spend on customer service - bringing gas straight to your vehicle with a safe and convenient fuel delivery service. Delivery is free, there are no membership fees, and our prices are competitive to the gas stations in your area.

Is it safe?

Our drivers must pass a thorough background check, undergo safety training, and complete fuel truck operations training before being allowed to provide service to customers' vehicles. Our delivery drivers are trained to a high standard of safety and service, and operate specialized fuel trucks built to securely contain and distribute fuel.



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Our trucks are equipped with an optimally designed and fully integrated fueling system of tanks and meters. Our tanks are Department of Transportation certified and well within both local and state guidelines for the safe storage and transport of gasoline. Our meters are Weights and Measures-certified to accurately measure the fuel we dispense. Our trucks also carry spill containment kits and fire extinguishers.

Fuelster maintains comprehensive commercial auto and pollution insurance with \$10 million in liability coverage.

Is it quality gas?

Fuelster brings you the same quality gasoline you would find at your local gas station. The gasoline that we sell is the same gasoline that we use in our own fleet. Fuelster purchases top quality gasoline from the same providers retail gas stations source from. We purchase fuel daily.

What kind of fuel does Fuelster offer?

Fuelster offers four types of unleaded Fuel: Fuelster Regular (87 octane), Fuelster Mid-Grade (89 octane), Fuelster Premium (91 octane), and Fuelster Racing (99 octane).

Fuelster also offers Fuelster Diesel.

Can I order a specific amount of gas?

On the Fuelster app, you can select a specific amount of gallons or move the slider all the way to "Fill my tank". Our trucks are equipped with certified meters and automatic shutoff nozzles, to ensure that you get the requested fuel quantity delivered.

How do I know I'm getting exactly the number of gallons I paid for?

Our certified meters ensure accurate measurement of dispensed fuel and our automatic shutoff valves ensure a precise fill-up to full capacity. Fuelster meters are Weights and Measures certified by Los Angeles County - the same certification process as conducted at the gas stations.

Our pumps are regularly calibrated to make sure we deliver the correct quantity every time.



How do you find my car?

Using our Fuelster App you will use a map locator to tell us exactly where your vehicle is parked - even if you are not with your car. Your vehicle license plate number, make and model (as well as a photo of your vehicle which you can upload to our app) are saved during sign-up so our driver is certain to provide service to the right vehicle. While placing your order, you can also type specific instructions in a comment box, to provide us with other information that may be helpful in locating your vehicle.

Our drivers always confirm it's the correct vehicle based on details you provide (license, make, model, photo, and other information).

What if my car is parked in a garage?

Fuelster cannot provide services on private property without prior written consent from an authorized person. We work with the management at commercial properties and parking facilities to allow our service to be provided on private property. Fuelster trucks are equipped with a 50-foot hose, which allows our delivery drivers to reach most vehicles, even if our fuel trucks can't get close to them.

If we are unable to access a vehicle for any reason, we promptly notify the customer and discuss alternative options for accessing their vehicle.

How do you get gas into my vehicle when I'm not around?

If your vehicle has a locking fuel door, we ask that you leave it slightly ajar when you park your vehicle before you place your order through the Fuelster app. You tell us the location of your vehicle when you place your order using the Fuelster App and we take it from there. Our agile fleet can get to your vehicle wherever it is parked. When your order is complete, our delivery driver will close your fuel door or again leave it slightly ajar, depending on the locking mechanism of your vehicle. You will receive a confirmation in the Fuelster app when your order is complete.

If your fuel tank requires any special access, our delivery driver will coordinate with you to make sure your tank is accessed properly.

What if I forget to leave my gas tank unlocked?

If your fuel tank door is locked, our driver will contact you via phone and text message to let you know he has arrived and to ask that you unlock and open the fuel tank door, and our driver will take care of the rest.



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Why does Fuelster pre-authorize my card when I order?

The Fuelster pre-authorization process is the same process that occurs at the gas station. The pre-authorization is not an actual charge to your credit card. It allows us to check that your payment method is active for use before we begin dispensing fuel into your vehicle.

Once we complete the fuel delivery and process your order in the Fuelster app, the pre-authorization disappears and is replaced by the actual cost of your fill up.

When is my card charged?

Your card is not charged until the gas is in your tank. Our drivers are equipped with a mobile phone and access to our driver app for processing your order in real time. Payment is collected through a credit or debit card. Card details are entered when you place your first order and are securely saved to avoid re-entering your card details for future orders. Ordering fuel delivery from Fuelster is designed to be safe, simple, and convenient.

Fuelster uses Stripe for easy, encrypted card transactions. Stripe is an industry-leading payment processor trusted by thousands of companies. Fuelster does not store credit card details, only Stripe stores credit card details on its secure servers.

How do I get a receipt?

A receipt for each purchase is sent to your account on our Fuelster App. You can access your complete payment history at any time on our Fuelster App.

Can I cancel my order?

You can cancel your order at anytime prior to our driver pumping gas into your vehicle.

How many cars can I add to my account?

Each customer can add an unlimited number of vehicles and payment cards to their account.

Does Fuelster provide services to companies and their employees?

Yes, we work with our corporate partners to plan, schedule and provide our services to their employees.

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What is the size of Fuelster trucks?

Fuelster has two types of full-size heavy duty pickup trucks: the Ford F-250, equipped with two 100-gallon tanks, and the Dodge Ram 3500, equipped with three 100-gallon tanks. Tanks are made from industrial-grade aluminum. Fuelster trucks are cost effective, agile, and the perfect size to service vehicles in most parking lots.