



starCASH

CALTEX

# StarCash Cardholder Terms and Conditions

These terms and conditions apply to the use by any person ("Cardholder") of a StarCash Card ("Card") issued by Chevron Hong Kong Limited ("Chevron").

## 1. Use Of StarCash

**1.1 Acceptance of Conditions of Use:** Any use of a Card by a Cardholder will be deemed to be acceptance of these terms and conditions.

**1.2 Place of Use:** A Card can be used as payment for goods or services at any Caltex Service Station in Hong Kong. A Card must be presented prior to purchase and may only be used where suitable online facilities are available and operational.

**1.3 Product Restrictions on StarCash Cards:** Chevron may place restrictions on the range of goods or services that may be purchased with a Card. The default product set for StarCash is "FUEL" which includes gasoline and diesel fuel products (LPG, Lubricants and Star Mart Products are excluded). The Cardholder must at all times use the Card in accordance with any such restrictions.

**1.4 Purchase Limit:** The amount of any purchase made by a Cardholder using a Card must not exceed the remaining Card balance. This balance will be shown on the Cardholder's receipt following each Card transaction. The Chevron online system will check for any purchase in excess of this limit. If the Cardholder's purchase exceeds the remaining Card balance, the Cardholder must use an alternative payment method to pay for that purchase.

**1.5 Expiry:** Each Card expires on the last day of the month stated on the Card and cannot be used after that date. Any balance that remains on a Card after expiry will not be available for use and will not be refunded by Chevron.

**1.6 Small Remaining Card Value:** The minimum amount able to be pumped at a Service Station is HK\$1.00. In certain circumstance, a pump in a Service Station will stop pumping automatically leaving a Card Remaining Value of less than HK\$1.00. The Card Remaining Value will not be able to be fully cleared or used by the Cardholder in this instance. Multiple Cards with a Card Remaining Value of less than HK\$1.00 cannot be combined. A Cardholder is entitled to obtain a refund of HK\$1.00 from the Caltex Service Station by surrendering an unexpired StarCash Card which has a Card Remaining Value of less than HK\$1.00 but more than HK\$0.00.

**1.7 No Conjunctive Use With Other Offers:** StarCash cannot be used in conjunction with other discounts or promotional offers.

**1.8 Non-Refundable:** This Card is non-refundable.

## 2. StarCash Security

**2.1 Security Generally:** The Cardholder is responsible for ensuring that no unauthorised person uses the Card.

**2.2 Lost or Stolen Card:** StarCash Cards should be treated like cash or a voucher and kept safe at all times. Chevron is not liable to any loss suffered by the Cardholder for any unauthorised use of the Card.

**2.3 Damaged Card:** If any Card is damaged or faulty the Cardholder should forward the Card along with your name, address and phone number to: Chevron Hong Kong Limited, P.O. Box 68204 Kowloon East Post Office. On confirmation of the problem we will transfer the remaining unused amount to a new Card.



## 3. Cardholder Responsibility

**3.1 Amounts Properly Incurred:** Any Card transaction record received by Chevron that results from the use of a Card, is conclusive proof that the amount recorded was properly incurred. The Cardholder must ensure all details on any receipt are correct.

## 4. Cancellation

**4.1 Cancellation by Chevron:** Chevron may cancel / block any Card that is reported as lost or stolen.

**4.2** Chevron may cancel or block any Card at its discretion and, where appropriate, issue replacement StarCash cards with value that is commensurate with the remaining unused value in the cancelled or blocked Card.

## 5. General

**5.1 Liability of Chevron:** All expressed or implied warranties or representations in relation to any Card are excluded to the extent allowable by law. Chevron will have no liability (whether in contract or tort, including negligence, or otherwise) to any Cardholder in respect of any loss or expense (whether direct, indirect or consequential) suffered or incurred by Cardholder as a result of any Card failure, online system failure, incorrect reading or processing of a Card by the Point of Sale system or otherwise arising directly or indirectly in connection with the Card or its use. To the extent that such liability cannot be excluded by law, Chevron's liability shall be limited to the value of the Card.

**5.2 Variation:** Chevron may vary these terms and conditions from time to time without notice to Cardholders by posting new terms and conditions on [www.caltex.com.hk](http://www.caltex.com.hk) or displaying the terms and conditions at the premises of Merchants authorised to accept Cards. Should any discrepancies arise between the English version of these terms and conditions and versions of these terms and conditions in other languages, the English version shall prevail.

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