



ECI Comfort & My Express Oil
1115 W Gillam Avenue
Langhorne, PA 19047
215-245-3200
info@ecicomfort.com

INSTRUCTIONS ON CANCELLING AUTOMATIC DELIVERY

If you are a customer and would like to cancel your automatic delivery, you may do so in the following ways:

1. Send a written request via USPS Certified Mail to:

ECI Comfort
1115 W Gillam Ave
Langhorne, PA 19047

ATTN: Automatic Delivery Cancellation

Please include the first and last name on your account and your service address.

2. Email info@ecicomfort.com stating your request for cancellation.

SUBJECT: Automatic Delivery Cancellation

Please include the first and last name on your account and your service address.

You must then call: 215-245-3200 or 215-638-1552 to confirm with an associate successful receipt of your cancellation. Failing to do so means that we cannot verify that we have received your message.

Important Notes:

All written and emailed requests must include: CANCEL AUTOMATIC DELIVERY, NAME, & SERVICE ADDRESS. For your privacy and protection, you must be the primary account holder/owner of the property in order to cancel any services. All other requests by non-account holders will be denied. If you are already scheduled for an automatic delivery and you receive our automatic delivery within 24 hours of our receipt of your notice, YOU WILL BE RESPONSIBLE TO PAY FOR THIS DELIVERY. All automatic deliveries after this 24-hour notification period will be cancelled as per your instructions. If you are on the Comfort Plan, you *cannot* cancel your Auto-Delivery, as this is required to be on the plan. If you are on the Express Plan, you can cancel your Auto-Delivery if you choose, as you are able to be a Will Call customer or order from the company of your choosing.

Thank you,
ECI Comfort and My Express Oil