Pay Later Terms

Fuel on Pay later in Lesotho, for customers who own their ACE One or are up to date paying for it

Effective 20 November 2026

v1.01

E qala ho sebetsa ka la 20 Pulungoana 2026. Phetolelo ea Sesotho: leqephe 4

PAY LATER IN LESOTHO

Terms

These Pay Later Terms ("Terms") apply when the ACE Connect App offers you Pay later in Lesotho and you confirm a Pay later order. They add to ACE's Fuel Ordering Terms and Conditions, available on our website, which also apply to your order. Where the two differ, these Terms apply to your Pay later order. The Supplier is African Clean Energy (Pty) Limited, Lesotho ("ACE", "we", "our" or "us"). Amounts are in Maloti (M). Terms version: LS_FUEL_CREDIT_61D_V1_01. If the English and Sesotho texts differ, the English text applies. The Sesotho text is there to help you understand it.

1. WHO CAN USE PAY LATER

1.1. Pay later is for customers who fully own their ACE One, or who are still paying for it and are up to date. Fully own means the stove is fully paid for, or was bought outright; the ACE Connect App shows it as Fully Owned. Up to date means every stove instalment due before the day you order is fully paid. If you are behind on your stove payments, Pay later is not available until you bring them up to date. We check this when you confirm your order.

1.2. You must have synced your ACE One with the ACE Connect App recently, and have no other Pay later order open. An order is open while it has a balance to pay, has not been collected, or has a refund still being handled.

1.3. Pay later is offered at ACE's discretion. At first it may be offered to some customers only. We may stop offering it at any time. That does not change an order you have already accepted.

2. YOUR ORDER

2.1. A Pay later order is one bag of fuel, collected at an ACE collection point. It is not delivered. The order total, after any discount, is at most M250.

2.2. You agree to pay the total shown when you confirm your order. That total does not change afterwards.

2.3. There is no interest and there are no fees.

3. THE UPFRONT PAYMENT

3.1. Before you collect, you pay 20% of the order total, rounded up to the next cent, by M-Pesa in the ACE Connect App. It counts towards the total. For example, on an order of M250 you pay M50 upfront and M200 later.

3.2. Only a payment made in the ACE Connect App counts as the upfront payment. Cash, a payment at a collection point, any other way of paying and screenshots do not. If you pay ACE another way by mistake, contact ACE so that we can account for it.

3.3. Your collection code appears in the ACE Connect App once ACE has confirmed your upfront payment. Until then, you cannot collect.

4. COLLECTING YOUR FUEL

4.1. You must collect within 14 days of placing your order. The ACE Connect App shows the date and time, in Lesotho time. Paying does not extend this.

4.2. Stock is not reserved. Check that the collection point has your fuel before you travel.

4.3. Show your collection code at the collection point. The code stops working if the order is cancelled or closed, or if your upfront payment is reversed.

5. PAYING THE REST

5.1. You must pay the rest of the total within 61 days of the day you collect your fuel. The ACE Connect App shows the date.

5.2. You pay the rest by M-Pesa in the ACE Connect App, in amounts you choose, of at least M5 each, or the whole balance if it is less than M5.

5.3. A payment counts once ACE has received it. If a payment is reversed, that amount is owed again.

5.4. ACE may remind you in the ACE Connect App before and after the due date. We do not send these reminders to a phone shared by several customers.

6. LATE PAYMENT

6.1. If you have not paid the whole total by the due date, you cannot place a new Pay later order until you have. You still owe the balance, and ACE may contact you about it.

6.2. ACE does not lock your ACE One because of a Pay later balance.

7. CANCELLING, AND ORDERS NOT COLLECTED

7.1. You may cancel a Pay later order in the ACE Connect App at any time before you collect it. Your collection code then stops working.

7.2. If you cancel, or do not collect within 14 days (4.1), the order closes. You owe nothing for fuel you did not collect.

7.3. ACE returns any money you paid on a closed order to the M-Pesa number it came from, within 14 days of the order closing. ACE first checks any payment still being processed. The ACE Connect App shows the refund while it is being handled.

7.4. Money that reaches ACE after an order has closed does not reopen it. ACE returns it in the same way.

7.5. Once you have collected your fuel, the order cannot be cancelled. Section 5 of the Fuel Ordering Terms and Conditions (returns and replacements) applies. A replacement does not change what you owe.

8. PRIVACY

8.1. To offer Pay later and run your order, ACE uses your stove account, sync and payment records, as the ACE Connect Privacy Policy describes.

9. CHANGES AND GOVERNING LAW

9.1. A change to these Terms applies to future orders only. An order you have already accepted keeps the terms you accepted.

9.2. These Terms are governed by the laws of the Kingdom of Lesotho.

LEFA HAMORAO LESOTHO

Lipehelo

Lipehelo tsena tsa Lefa Hamorao (“Lipehelo”) li sebetsa ha app ea ACE Connect e u fa Lefa hamorao Lesotho, ’me u netefatsa odara ea Lefa hamorao. Li eketsa Lipehelo le Maemo a ho Odara Libeso a ACE, a fumanehang webosaeteng ea rona, ao le ona a sebetsang odareng ea hao. Haeba li fapana, Lipehelo tsena ke tsona tse sebetsang odareng ea hao ea Lefa hamorao. Morekisi ke African Clean Energy (Pty) Limited, Lesotho (“ACE”, “rona”). Lichelete li ka Maloti (M). Mofuta oa lipehelo: LS_FUEL_CREDIT_61D_V1_01. Haeba mongolo oa Senyesemane le oa Sesotho li fapana, ho sebetsa oa Senyesemane. Mongolo oa Sesotho o teng ho u thusa ho o utloisisa.

1. KE MANG A KA SEBELISANG LEFA HAMORAO

1.1. Lefa hamorao ke la bareki ba ruang ACE One ea bona ka botlalo, kapa ba ntseng ba e lefella ’me ba lefile tsohle tse lokelang. Ho rua ka botlalo ho bolela hore setofo se lefetsoe kaofela, kapa se rekiloe ka tefo e le ’ngoe; app ea ACE Connect e se bontša e le “Ho Rua Kaofela”. Ho lefa tsohle tse lokelang ho bolela hore tefo e ’ngoe le e ’ngoe ea setofo e neng e lokela ho lefshoa pele ho letsatsi leo u odarang ka lona e lefetsoe kaofela. Haeba u salletse morao litefong tsa setofo, Lefa hamorao ha le fumanehe ho fihlela u lokisa litefo tsa setofo sa hao. Re hlahloba sena ha u netefatsa odara ea hao.

1.2. U tlameha ho be u nyalisitse ACE One ea hao le app ea ACE Connect haufinyane, ’me u se be le odara e ’ngoe ea Lefa hamorao e ntseng e bulehile. Odara e bulehile ha e ntse e na le chelete e lokelang ho lefshoa, ha e so latoe, kapa ha pusetso ea chelete e ntse e sebetsoa.

1.3. ACE e fana ka Lefa hamorao ka boikhethelo ba eona. Qalong e ka fuoa bareki ba bang feela. Re ka emisa ho fana ka lona nako efe kapa efe. Seo ha se fetole odara eo u seng u e amohetse.

2. ODARA EA HAO

2.1. Odara ea Lefa hamorao ke mokotla o le mong oa libeso, o latoang sebakeng sa ACE sa ho lata. Ha o isoe hae. Kakaretso ea odara, ka mor’a theolelo efe kapa efe, ha e fete M250.

2.2. U lumela ho lefa kakaretso e bontšitsoeng ha u netefatsa odara ea hao. Kakaretso eo ha e fetohe ka mor’a moo.

2.3. Ha ho tsoala, ’me ha ho litefo tse eketsehileng.

3. TEFO EA PELE

3.1. Pele u lata, u lefa 20% ea kakaretso ea odara, e potolohisetsoang holimo ho sente e latelang, ka M-Pesa ka har’a app ea ACE Connect. E baloa e le karolo ea kakaretso. Mohlala: odareng ea M250 u lefa M50 pele, ’me M200 hamorao.

3.2. Ke tefo e entsoeng ka har’a app ea ACE Connect feela e baloang e le tefo ea pele. Chelete ea kontane, tefo e entsoeng sebakeng sa ho lata, mokhoa o mong oa ho lefa, kapa senepe sa skrine, ha li baloe. Haeba u lefa ACE ka tsela e ’ngoe ka phoso, ikopanye le ACE e le hore re tsebe ho e ngolisa.

3.3. Khoutu ea hao ea ho lata e hlaha ka har’a app ea ACE Connect hang ha ACE e netefalitse tefo ea hao ea pele. Ho fihlela ka nako eo, u ke ke ua lata.

4. HO LATA LIBESO TSA HAO

4.1. U tlameha ho lata matsatsing a 14 ho tloha ka letsatsi leo u kentseng odara. App ea ACE Connect e bontša letsatsi le nako, ka nako ea Lesotho. Ho lefa ha ho eketse nako ena.

4.2. Libeso ha li behelloe ka thoko. Netefatsa hore sebaka sa ho lata se na le libeso tsa hao pele u tsamaea.

4.3. Bontša khoutu ea hao ea ho lata sebakeng sa ho lata. Khoutu e khaotsa ho sebetsa haeba odara e hlakotsoe kapa e koetsoe, kapa haeba tefo ea hao ea pele e etsolloa.

5. HO LEFA E SETSENG

5.1. U tlameha ho lefa karolo e setseng ea kakaretso matsatsing a 61 ho tloha ka letsatsi leo u latang libeso tsa hao. App ea ACE Connect e bontša letsatsi leo.

5.2. U lefa e setseng ka M-Pesa ka har'a app ea ACE Connect, ka lichelete tseo u li khethang, e 'ngoe le e 'ngoe e le bonyane M5, kapa chelete eohle e setseng haeba e ka tlase ho M5.

5.3. Tefo e baloa hang ha ACE e e amohetse. Haeba tefo e etsolloa, chelete eo e boela e kolotoa.

5.4. ACE e ka u hopotsa ka har'a app ea ACE Connect pele le ka mor'a letsatsi la ho lefa. Ha re romelle likhopotso tsena fonong e sebelisoang ke bareki ba 'maloa.

6. TEFO E LIEHILENG

6.1. Haeba u so lefe kakaretso eohle ka letsatsi la ho lefa, u ke ke ua kenya odara e ncha ea Lefa hamorao ho fihlela u e lefile. U ntse u kolota chelete e setseng, 'me ACE e ka ikopanya le uena ka eona.

6.2. ACE ha e notlele ACE One ea hao ka lebaka la chelete ea Lefa hamorao eo u e kolotang.

7. HO HLAKOLA, LE LIODARA TSE SA LATOANG

7.1. U ka hlakola odara ea Lefa hamorao ka har'a app ea ACE Connect nako efe kapa efe pele u e lata. Khoutu ea hao ea ho lata e be e khaotsa ho sebetsa.

7.2. Haeba u hlakola, kapa u sa late matsatsing a 14 (4.1), odara ea koaloa. Ha u kolote letho bakeng sa libeso tseo u sa li latang.

7.3. ACE e khutlisetsa chelete efe kapa efe eo u e lefileng odareng e koetsoeng nomorong ea M-Pesa eo e tsoileng ho eona, matsatsing a 14 ho tloha ha odara e koaloa. Pele, ACE e hlahloba tefo efe kapa efe e ntseng e sebetsoa. App ea ACE Connect e bontša pusetso ha e ntse e sebetsoa.

7.4. Chelete e fihlang ho ACE ka mor'a hore odara e koaloe ha e e bule hape. ACE e e khutlisa ka tsela e tšoanang.

7.5. Ha u se u latile libeso tsa hao, odara e ke ke ea hlakoloa. Karolo ea 5 ea Lipehelo le Maemo a ho Odara Libeso (ho khutlisa le ho fetola libeso) ea sebetsa. Ho fetoloa ha libeso ha ho fetole seo u se kolotang.

8. LEKUNUTU

8.1. Ho fana ka Lefa hamorao le ho tsamaisa odara ea hao, ACE e sebelisa lintlha tsa akhaonto ea setofo sa hao, tsa ho nyalisa le tsa litefo tsa hao, joalokaha Leano la Lekunutu la ACE Connect le hlalosa.

9. LIPHETOHO LE MOLAO O SEBETSANG

9.1. Phetoho ea Lipehelo tsena e sebetsa liodareng tse tlang feela. Odara eo u seng u e amohetse e boloka lipehelo tseo u li amohetseng.

9.2. Lipehelo tsena li laoloa ke melao ea ’Muso oa Lesotho.

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Senegal, Kenya, Uganda, Cambodia, Lesotho, Netherlands