**PRESS RELEASE**

Afrox pilots door-to-door LPG domestic delivery initiative

***01 April, 2015:*** *When the lights are out and appliances are down as a result of load shedding, liquid petroleum gas (LPG) serves as the ideal source of energy for lighting, cooking and heating. Domestic consumers now have even quicker access to LPG, as Sub-Saharan gas market leader Afrox makes its popular Handigas LPG range available for door-to-door delivery.*

Afrox has supplied its tried-and-trusted Handigas LPG range to domestic consumers via retail outlets and other indirect channels for years. The company recently identified the need to add greater value to this large customer base by launching a pilot programme on the West Rand of Gauteng, whereby residential users can order the product online or place orders via the Afrox call centre and effect payment on delivery via credit or debit card payment, with next day delivery.

The ‘Handigas Express Door-to-Door Delivery’ pilot programme is being launched mid-April 2015 in order to fill a gap in the market by creating a direct link between Afrox and its residential customer base, reveals Afrox business development manager for LPG **Gerhard van Wyk**.

“The success of our eShop enables us to facilitate this new initiative, which allows consumers to place online orders at any time during the day or night, in the comfort of their own home. With winter approaching and power supply remaining vulnerable, the process of order, payment and delivery can be completed within 24 hours, thereby ensuring minimal disruptions at home,” he says.

In addition to providing greater convenience to its customer base, van Wyk reveals that a door-to-door domestic delivery service also ensures greater safety, as a secure payment on delivery via credit or debit card means that all personal details of the client, including physical address and credit card details, are safeguarded.

“Our customers are provided with the peace-of-mind that the cylinder has been filled according to the highest levels of safety, as guaranteed by our distinctive red seal on all Afrox Handigas cylinders,” he continues.

In the event of an unforeseen delay, van Wyk points out that customers will have access to a dedicated customer support team, both online and telephonically. “To overcome any challenges, service agents will be in regular communication with customers.”

Van Wyk indicates that the door-to-door delivery initiative is first being launched on a pilot basis to address any unplanned shortcomings and streamline efficiency before a national rollout. “It is important to run the pilot to tweak any glitches and to get a better understanding of customer requirements and our capabilities. Afrox is proactive in satisfying customer needs, and this initiative is clear proof of this.”

Looking to the future, van Wyk believes that the door-to-door domestic delivery pilot initiative will assist Afrox in building its brand and improving customer communication and service. “When we are fully satisfied with the outcome of the initiative, we will officially roll it out across major urban areas in South Africa, thereby adding greater value in the supply chain nationwide,” he concludes.

**Ends**

**Notes to the Editor**There are numerous photographs specific to this press release. Please visit <http://media.ngage.co.za> and click the Afrox link.

**About Afrox**African Oxygen Limited (Afrox) is sub-Saharan Africa’s market leader in gases and welding products. Afrox was founded in 1927, listed on the JSE in 1963, and has prospered by constantly meeting the needs of customers and developing solutions that add value to customer applications. Afrox operates in South Africa and in ten other African countries. It also manages operations in five additional countries on behalf of its parent company, The Linde Group - a global gases, engineering and technology company.

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**Afrox Contact**Simon Miller  
Corporate Communications Manager Phone: (011) 490-0466Cell:  082 891-5149 Email: [simon.miller@afrox.linde.com](mailto:simon.miller@afrox.linde.com)Web: [www.afrox.com](http://www.afrox.com)

**Media Contact**  
Bridgette Macheke  
NGAGE Public Relations   
Phone: (011) 867-7763  
Fax: 086 512 3352  
Cell: 083 260 8214  
Email: [bridgette@ngage.co.za](mailto:renay@ngage.co.za)  
Web: [www.ngage.co.za](http://www.ngage.co.za/contact-us)

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