

Can I leave personal belongings in my car?

No. Personal belongings are not to be left in the vehicle.

Do you pick up on the Weekend?

NO. The carrier only picks up Monday to Friday.

Must there be someone there at pick up and delivery of the car?

Yes. The keys have to be handed over and a condition report will need to be signed by the person on the booking request. A person must sign at pick up and at delivery

Do you pick up cars from country residence or is pickup strictly metro?

We can arrange car and vehicle transport to and from almost anywhere in Australia.

How do I make payment?

Payment can be made either via Direct Transfer to our Bank Account, or by credit card over the phone.

Please note 2% surcharge is currently in place for payments by Master Card and Visa, and 4% for American Express.

There is no surcharge for direct deposit.

Payment cannot be made at any of the depots.

Is C.O.D. available?

No. All movements of cars and other vehicles must be prepaid.

Does anyone need to be present when you collect car?

Someone must be present to receive or hand over the vehicle.
In most cases a vehicle inspection report will need to be signed at both ends noting prior or new damage.
For door pickups and deliveries please ensure your street and residence can be accessed by a small tilt-tray truck.

Can you transport non drivable vehicles ?

This may be done in near future but not at present

What items can be left in the vehicle ?

Spare wheel, jack, can be left in vehicle.

When can I get my car transported?

Most of our carriers are open Monday to Friday from 8.30am to 4pm. For door

Car Carrying Questions

pickups carriers require at least 2 business days notice to organise a pickup. Carriers are not open on public holidays.

Can You transport Caravans and Camper Trailers, or horse floats.

The answer is no we cannot

Does my vehicle need to be registered?

No, as long as the vehicle can be driven onto the truck we can assist with transport. However please note that at time of booking you will need to provide either the last 6 digits of the VIN, or if the vehicle still has plates then the number on the plates, this is for ID purposes only.

Does the vehicle need to be registered?

No, as long as the vehicle is never driven on an open road. We offer a full door to door service for all unregistered vehicles.
If the vehicle has no plates then we need the last 6 digits of VIN for ID only.

Can I leave personal items in the vehicle?

Most of our larger carriers do not allow any personal possessions inside the car due to safety and insurance reasons.

This includes spare parts, suitcases and boxes etc but does not include the spare tyre, jack or a fixed baby seat.

Vehicles are always inspected for personal items so it is best to ensure you have removed all personal items otherwise you are at risk of the carrier rejecting the vehicle.
