**We are available for collections nationwide everyday between Monday to Friday and pickups can be made within 24-48 hours from booking. The customer at pickup point must have the ability to print required paperwork for pickup and delivery. All our quotes are subject to our standard trading terms and conditions.

A summary of these terms are as follows but are not limited to:

- Quoted price is based on the details provided on customers listing (E.g. Dimensions, weight and quantity provided)
- An additional cost will be charged If a tailgate or hand unload service is required and not clearly stated by the customer.
- Futile pickup and deliveries will incur an additional cost which is 50% of the original quoted price.
- Freight will need to be properly prepared for transport (E.g. Secured to a pallet in a safely manner). Small loose items not fixed to a pallet must be packaged to ensure safe travel. Insurance is automatically not applied if no effort has been given make goods safe for transit.
- Additional non declared weight/volume will be charged at 1.5 times the original job cost divided by the original booked weight, per kg.
- Cancellation fee will apply should the customer cancel within 48 hours of the scheduled pickup time.**

**- Demurrage will be charged at the rate of $30.00 per 15 minutes interval or part thereof if the driver is delayed by more than 15 minutes at pick up or delivery. It is not unusual to wait in excess of 30 minutes at auction sites, Bunnings stores or custom clearing sites. All of our vehicles are fitted with GPS telemetry to determine time taken at a site.
- Insurance is not included however can be provided by us at customer’s request. Hence, we are not liable for any damage or loss that occurs during shipment. The customer retains any risk and responsibility throughout the shipment.
- Transit times are an approximation only. Delays can occur due to unforeseen circumstances such as road closures and weather conditions.
- Every effort will be made by our team members to assist you getting your items to your delivery point. We will get your goods as close as possible to your delivery point whilst ensuring no damage is made to our vehicles or your goods. Please advise us immediately if there are an access limitation at either pick up or delivery point which would not allow a vehicle that is 12m long, 2.5m wide and 4.3m tall to gain access.**

**- To use our tailgate and pallet jack there must be a concrete/bitumen/hard sealed surface to allow the operation of the pallet jack to be able to pick up or deliver your goods.
- These terms and conditions shall be governed by and construed in accordance with the laws of Queensland or other relevant jurisdictions.**