

Transport and Delivery Information

Delivery

- We aim to deliver within 2 hours of your selected delivery time.
- All deliveries and pickups must be in a safe area to unload, demonstrate the equipment and complete paperwork.
- Any delivery amount displayed is 'one-way' and for one load only. If multiple vehicles are required, we will contact you prior.
- Our charges for delivery and pick-up vary depending on:
 - the transport requirements of the item hired,
 - your distance from our yard and
 - the time of delivery.
- We do have a minimum hire period of 1 day on deliveries, four hours isn't quite long enough for our drivers to reasonably turn around and get back out to you.
- Our deliveries are normally made during trading hours, Monday till Friday afternoon. However, if you need a delivery outside of these times please see our Special Deliveries section.
- Our drivers are our family and making sure they get home to their family safe each day is our priority. We ask you to ensure there is a safe area for our driver to unload, demonstrate the equipment and complete the paperwork.

Special Deliveries

Sometimes, deliveries need to be quoted and do not fit into a normal 'scenario'. These may include:

- After-hours deliveries
- Deliveries on a Sunday
- Delivery outside our standard delivery distance (25kms for metro, 50kms for regional and specialist branches)
- Special/large equipment delivery

Pick-Up

Our equipment remains on hire, and therefore chargeable, until it is off hired and returned to our yard. All off hired notification **MUST** be done in writing and if you do not receive a confirmation email that the off hire notification has been received phone 08 94172553.

We aim to complete pick up within a few hours of "off hire", however this is not always possible. We will inform you of estimated pick up date/time.

You must return the equipment to us when due back at your expense see our Terms and Conditions.

Ensure all the below conditions are met to avoid any extra charge. We also request you speak to our staff if you have any concerns regarding the safe pickup of our equipment before the equipment is off hired and/or damages sustained during the hire. At the time of "off hire", the use of the equipment must have ceased.

Please always ensure there is a safe area for our driver to load the equipment and complete the paperwork.

Equipment to be grouped together where it was dropped off, if there are any special circumstances please inform our staff when you call them for off hiring.

Transport Trailers (Towing Information)

For detailed information please consult your vehicle manufacturer, local roads and traffic authority or feel free to contact us to assist you in determining your towing capacity.

Useful Link https://www.transport.wa.gov.au/mediaFiles/licensing/LBU_VS_IB_107.pdf

In order to tow safely and legally, you must tow within your car's towing capacity, which is the maximum amount of weight your vehicle is able to tow as recommended by the manufacturer. Your vehicle's towing capacity must be greater or equal to the Aggregate Trailer Mass (ATM) (combined weight of the trailer and its full load capacity when it's not coupled to a tow vehicle).

There are three main items you need to check to determine your vehicles tow capacity.

1. Vehicles maximum tow capacity as recommended by the manufacturer. Your vehicle's towing capacity figures should be listed in the owner's manual and they should also be easily tracked down within vehicle specification sheets or sourced from a vehicle manufacturer's website. This is listed as two separate figures, braked or unbraked towing (vehicle maximum tow capacity) which refers to tow capacity of the vehicle when towing trailers with or without brakes.
2. The maximum capacity of the tow bar fitted to the frame your vehicle which can usually be found on the tow bar compliance plate.
3. The tow ball rating which is stamped on the tow ball.