



Delivering Experiences Like Never Before

TERMS & CONDITIONS



These Terms and Conditions constitute a legally binding agreement between the customer (“you”, “your”) and Expert Car Transport (“Expert Car Transport”, “we”, “us”, “our”).

By requesting a quotation, making a booking, providing electronic acceptance, effecting payment, or permitting collection or transport of a vehicle, you confirm that you have read, understood, and agreed to be bound by these Terms.

1. Services Agreement

1.1 These Terms govern all vehicle transport services arranged, managed, coordinated, or carried out under the name Expert Car Transport (“Services”).

1.2 The Services Agreement comprises:

- These Terms and Conditions
- Any quotation, booking confirmation, invoice, or written acceptance
- Any referenced schedules, policies, or written communications

1.3 Electronic acceptance, digital signature, payment, or permitting vehicle collection constitutes binding acceptance.

2. Structure and Performance of Services

2.1 Expert Car Transport administers, coordinates, schedules, and manages the Services.

2.2 Physical carriage may be performed by licensed transport operators.

2.3 Expert Car Transport acts primarily as a transport coordination and logistics management service. Unless expressly stated otherwise in writing, Expert Car Transport does not physically transport, drive, load, unload, or warehouse vehicles.

2.4 Expert Car Transport remains responsible for customer communication and coordination.

2.5 Once a vehicle is collected by a transport operator, operational custody, possession, and control of the vehicle pass to the performing carrier for the duration of the Service Period.

2.6 To the maximum extent permitted by law, Expert Car Transport does not assume the obligations of a common carrier.

2.7 Transport operators engaged to perform carriage act as independent contractors and not as employees or agents of Expert Car Transport.

2.8 Engaged operators may rely upon and enforce these Terms.

3. In-Transit Damage Framework and Liability

3.1 No Comprehensive Insurance

Unless expressly confirmed in writing, comprehensive motor vehicle insurance is not provided under the Services.

You are strongly advised to maintain independent comprehensive insurance.

3.2 Limited In-Transit Damage Warranty

Where confirmed in writing, a limited In-Transit Damage Warranty applies strictly in accordance with this section.

This Warranty:

- Applies only to direct, accidental, physical damage
- Applies only during the Service Period
- Is not comprehensive insurance
- Does not replace your personal motor vehicle insurance
- Is subject to exclusions, caps, and assessment procedures below

3.3 Service Period Definition

The Service Period commences upon physical collection and acceptance of the vehicle and concludes upon delivery or authorised unattended release.

Events outside this period are not covered.

3.4 Scope of Coverage

Subject to all exclusions and conditions, coverage may apply to direct, accidental, physical damage sustained during the Service Period that:

- Did not exist prior to collection
- Is not attributable to vehicle condition, age, inherent defect, or mechanical weakness
- Is substantiated by inspection and documented evidence

Maximum liability is capped at AUD \$60,000 per vehicle.

3.5 Condition Requirements

This Warranty applies only where the vehicle at booking and collection is:

- Fully operational and roadworthy
- Free from mechanical, electrical, steering, braking, or alignment faults
- Free from fluid leaks
- Free from structural damage affecting safe handling
- Suitable for standard loading and unloading

Vehicles not meeting these requirements may be refused transport and excluded from Warranty consideration.

3.6 Exclusions

Without limitation, the Warranty does not cover:

- Pre-existing damage
- Mechanical or electrical failures due to age, wear, vibration, or inherent defect
- Engine, transmission, suspension, or drivetrain faults
- Stone chips, road debris impact, or surface abrasion on open carriers
- Weather, environmental exposure, acts of nature
- Dirt, dust, grime, salt residue, insect marks, or road film
- Interior damage unless caused by a proven transit incident
- Undeclared modifications or non-standard dimensions
- Personal items left in the vehicle
- Consequential, indirect, or economic loss
- Delays, missed dates, or loss of use

Claims based solely on speculation, perceived risk, or alleged mechanical stress without verified mechanical failure or independent expert evidence may be declined.

3.7 Natural Transit-Related Issues

Certain issues may arise during interstate transport without negligence, including:

- Battery discharge
- Minor wheel alignment variation
- Tyre pressure fluctuation
- Minor cosmetic impacts from road conditions

These are inherent risks and not covered.

If mechanical issues arise unrelated to negligence:

- Transport may pause for safety
- Recovery, repair, towing, or storage costs are your responsibility
- The vehicle may be made available for collection at the nearest safe location

3.8 Cleanliness and Environmental Exposure

Vehicles transported on open carriers may arrive with dirt or residue.

Cleaning, detailing, or cosmetic restoration related to normal transit exposure is not covered.

4. Vehicle Condition Reporting

4.1 A Vehicle Condition Report is conducted at collection and delivery via reasonable visual inspection from approximately one metre under suitable lighting.

4.2 Photographic or digital records may support reporting.

4.3 You or your representative must inspect and record visible damage at delivery.

4.4 Failure to record damage at delivery constitutes prima facie evidence that the vehicle was delivered in acceptable condition.

4.5 For unattended deliveries, alleged damage must be reported in writing within 24 hours.

5. Claims Procedure

5.1 Damage must be recorded at delivery or reported within the required timeframe.

5.2 Written notice with supporting documentation must be submitted.

5.3 No repairs may be undertaken without prior written authorisation.

5.4 The vehicle must remain available for inspection.

Failure to comply may result in rejection.

6. Assessment and Resolution

All claims are subject to investigation and verification.

Resolution may include:

- Repair authorisation
- Financial settlement
- Claim rejection

Settlement method and amount are determined at sole discretion, subject to the liability cap.

Expert Car Transport may consult with the performing carrier and any relevant insurer when assessing claims involving operational handling during transit.

7. Customer Warranties and Obligations

You warrant that:

- You are authorised to enter this agreement
- All information is accurate
- The vehicle meets declared operational and dimension requirements

Standard dimensions and disclosure obligations apply as previously stated.

Undeclared modifications may result in repricing, refusal, or exclusion from Warranty consideration.

Vehicles must be empty except for factory tools, spare tyre, and permanently installed child restraints.

8. Dangerous Goods

No Dangerous Goods may be placed in the vehicle.

You indemnify Expert Car Transport against any loss arising from breach of this requirement.

9. Collection, Delivery, and Timeframes

All dates are estimates only.

Transit estimates begin once collected and exclude weekends and public holidays.

Delays may arise due to traffic, weather, congestion, access restrictions, regulatory limits, or operational events.

Failed collection or delivery may incur additional charges.

10. Charges and Cancellations

Fees are payable as agreed.

Additional charges may apply for incorrect disclosures, unsuitable condition, waiting time, towing, storage, or futile attempts.

Cancellations may incur fees up to \$250.

No refunds once transport has commenced.

Prices exclude GST unless stated.

11. Force Majeure

No liability arises for delay or failure due to events beyond reasonable control.

12. Privacy

Personal information is handled in accordance with Australian privacy laws.

13. General

Australian law governs this agreement.

Invalid provisions are severed.

These Terms constitute the entire agreement.

By proceeding with a booking, you confirm full and unconditional acceptance.