

# TRANSPORT CHECKLIST



**move**  
my wheels.com.au

[WWW.MOVMYWHEELS.COM.AU](http://WWW.MOVMYWHEELS.COM.AU)

# THANK YOU

**FOR CHOOSING MOVE MY WHEELS TO TRANSPORT YOUR VEHICLE!**

We are sure that the information provided below will be of assistance to you in preparing your vehicle for transport.

Please contact us on 1300 660 616 if you require any further information.

## BOOKING PAPERWORK

Please review the provided booking confirmation to ensure all the details are correct. Please contact us if changes are required.

The estimated delivery date provided on your booking confirmation calculates in business days (weekends and public holidays are excluded). We make every effort to meet the estimated delivery date; however, sometimes, conditions beyond our control impact on transport timing. In instances such as these, we will contact you to advise of the revised delivery date.

If you require certainty of delivery, Move My Wheels offers a Guaranteed Delivery Service (see below).

## GUARANTEED DELIVERY

Move My Wheels offers a priority car delivery service and guarantees the delivery of your vehicle by the agreed delivery date or your chosen date of delivery.

The Move My Wheels team will work with you on the delivery date to deliver your vehicle exactly when you need it.

Interstate vehicle transport across Australia requires the coordination of an extensive network. Move My Wheels has the trucks and trailers for interstate car transport; we have the drivers, the facilities and systems to deliver an exceptional auto transport service.

No need for a middle man, Move My Wheels can provide and is trusted by the best in the automotive industry.

We understand being without your vehicle can be a significant inconvenience. By opting into Move My Wheels's Guaranteed Service, you will have peace of mind and absolute confidence your car will be prioritised.

*NOTE: Some locations may be excluded based on their remote location or accessibility.*

*For more information on Guaranteed Delivery, visit our website.*





# HOW IT WORKS

## DOOR TO DOOR SERVICE\*

**The business day before** your scheduled vehicle collection or delivery, our planning team will contact you to arrange a four hour window to collect your vehicle. Please make sure that you are available within this window.

If you are not available, please appoint an agent (another person) to hand your vehicle over to us and please notify Move My Wheels as soon as possible.

**On collection day**, our driver will collect your vehicle and will complete the Transport Contract and Vehicle Condition Report with you. You (or your agent) will be required to review and sign this document.

**On delivery day**, our driver will unload the vehicle in a safe location. Once unloaded, you or your nominated agent will survey the vehicle and sign and date the Transport Contract and Vehicle Condition Report.

*Note: Some towns and cities have restrictions for access by large vehicles or have streets that restrict access (i.e. low trees). Should this impact your movement, either on the day or notified earlier, Move My Wheels will provide alternative arrangements with you for collection or delivery. This may require you to 'meet the driver' at a nearby safe location. This is for the safety of your vehicle and all road users.*

*\*Where access and service is available.*

## DEPOT TO DEPOT SERVICE

**On drop-off day**, you will hand over your vehicle to a Move My Wheels Customer Service Officer at one of our nominated depots.

*Please refer to our website or your booking confirmation for address and operating hours.*

We will complete the Transport Contract and Vehicle Condition Report with you. If you are not able to deliver the vehicle to us personally, you are required to appoint an agent to do this for you. You (or your agent) will then be required to sign this document.

**When your vehicle arrives** after transportation into our depot, you will be contacted by a Move My Wheels Customer Service Officer to let you know that your vehicle has arrived and is available for collection.

**On collection day**, please ensure you have your proof of identity (driver's license). We will then hand the vehicle to you, and you will be required to complete the Transport Contract and Vehicle Condition Report by inspecting your vehicle, and

## COMBINATION SERVICE (DOOR\* TO DEPOT / DEPOT TO DOOR\*)

These services are available and work in precisely the same way as outlined above.





# VEHICLE CHECKLIST FOR TRANSPORT

## GENERAL, 4WD & MOTORBIKE

Please tick each box once you have checked the stated item or requirement. Your vehicle should not pose a safety risk to either Move My Wheels staff or other road users.

### GENERAL

The vehicle is safe to transport and fully driveable for loading and unloading.

*It has working foot and handbrakes, fitted seats, all glass intact, operational windows and a charged battery. The body of the vehicle is in good condition and your vehicle has inflated tyres.*

The vehicle has an active registration.

*You must notify Move My Wheels if your vehicle is not registered. This is a legal requirement for loading and unloading on the national road network.*

Your vehicle is not fitted with an Alcohol Interlocking Device.

*If such a device is fitted, your vehicle cannot be transported by Move My Wheels. Please call us immediately.*

The vehicle is empty of all personal and loose items.

*Unless the Goods in Car Service has been paid for. Check compartments such as the glove box, console, seats, boot etc.*

One fitted spare tyre, factory tools and fitted baby seats are permitted, as are disabled assistance items providing they are securely fastened.

The vehicle has at least 15cm of ground clearance.

*Unless the Enclosed Service has been paid for.*

The vehicle was not manufactured prior to 1985.

*Unless it is approved for travel and the Enclosed Service has been paid for.*

The fuel tank is approximately 1/4 full to allow for loading and unloading.

*Electric vehicles require at least 50% charge for loading and unloading.*

Any non-factory fitted alarm system is disabled or deactivated.

*Or you are to provide written instructions for the alarm system and the necessary keys for its use.*

The aerial is operational, and/ or any non-retractable aerials have been removed.

*Hard wired UHF aerials that cannot be removed should be securely strapped down below the height of the roof by you. If this is not achievable, the vehicle will not be transported.*

Any modifications to the vehicle have been notified to Move My Wheels.

*We need to know if the factory dimensions of the vehicle have been altered with any additions / modifications made to your vehicle. If accessories or modifications are made apparent post-booking, the transport price will be updated accordingly.*

### 4WD

Emergency beacon lights, large two-way-type aerials, have either been removed or lowered for transport.

Spare fuel containers or domestic type LPG gas bottles have been removed.

Any toolbox is empty and accessible for quarantine inspection purposes.

Canopies with canvas covers/fixtures are in good condition and safe to transport and will not tear or split in transit.

*Move My Wheels takes no responsibility for canvas covers/fixtures becoming loose during transit and causing damage to your vehicle.*

### MOTORCYCLE

Remove all personal, loose items and dangerous goods from the motorcycle.

If the motorcycle has side-saddles or panniers, ensure they're clean, empty, and ready for inspection.

Wide mirrors should be folded back, lowered or removed.

The steering should be unlocked; however, you will retain your keys - we do not require them for transport.

Any non-factory fitted alarm system is disabled or deactivated.

*Or you are to provide written instructions for the alarm system and the necessary keys for its use.*

### CHAIN OF RESPONSIBILITY (COR)

LEGISLATION BY THE NATIONAL HEAVY VEHICLE REGULATOR (NHVR)

Please ensure you are aware of this legislation which requires you to provide accurate and truthful information.

Providing accurate information will ensure the correct planning and scheduling to safely transport your vehicle.

To view the NHVR legislation, visit the National Heavy Vehicle Regulator website at [www.nhvr.gov.au](http://www.nhvr.gov.au) or click the button below.

[WWW.NHVR.GOV.AU](http://WWW.NHVR.GOV.AU)



# VEHICLE CHECKLIST FOR TRANSPORT

## TRAILER & QUARANTINE

Please tick each box once you have checked the stated item or requirement. Your vehicle should not pose a safety risk to either Move My Wheels staff or other road users.

### TRAILER

- Your trailer must be attached to an accompanying vehicle for transport.
- You have provided accurate dimensions of your trailer/ camper trailer - Including any modifications.  
*All cages and bars must be mounted securely to the trailer.*
- The trailer is structurally sound and fit for transport.  
*You have checked for rust and wear, particularly areas like axles and frame.*
- All tyres are inflated.
- The spare wheel (if applicable) is attached and secure in housing.
- The toolbox (if applicable) is permanently fitted to the trailer and is empty and unlocked.
- All padlocks have been removed, and all lockable areas are open for AQIS inspection where required.
- Camper trailers have gas bottles removed, all liquid containers empty, and all non-factory items removed.

### TOLL CHARGES

- Our trucks travel on many highways, and it is not unusual for some of these to be Toll Ways. Please remove e-tags from the vehicle during transport.

It is unlikely, however, if you do happen to receive advice from a Toll Way Authority that your car has passed through a Toll Charge Point while it is in our care, please let us know immediately and contact your Toll Way provider.

### QUARANTINE

- Check the following areas for Quarantine Risk Material (QRM)  
*This includes, but is not limited to: plants, flowers, seeds, hay, soil, honey, insects, nuts, food scraps, fruits, vegetables or associated packaging.*
  - Seat covers, carpet, floor mats
  - Boot and spare tyre
  - Engine, grill, radiator core, recess under wiper wells
  - Wheel arches, mud flaps and tyre rims
  - Spare tyres on 4WD's, side steps and running boards
  - Chassis rails and channels
  - Toolboxes and mounts

#### If your vehicle is quarantined, you will be required to pay:

- To have your vehicle cleaned to a satisfactory standard for entry into WA / Tas; and
- A \$100.00 fee for re-inspection by a QWA Officer before your vehicle can be released to you.

### CANCELLATION & FUTILE FEES

- Please take note of the following fees, which are assessed in accordance with the **Vehicle Service Conditions**:

- Cancellation fee: \$110.00 (inc. GST)

#### Metropolitan Areas

- Unsuccessful pick up/delivery fee: \$120.00 (inc. GST)

#### Country Regions

- Unsuccessful pick up/delivery fee: Starting from \$200.00 (inc. GST)

#### Metropolitan & Country Regions

- Unsuccessful pick/delivery fee: starting from \$120.00 (inc. GST)

It's important to keep in mind that there will be **no refunds** for alterations to initial bookings, and the fees for unsuccessful delivery will vary depending on the location.

### MOVE MY WHEELS VEHICLE SERVICES TERMS AND CONDITIONS

- IMPORTANT:** Please read and ensure that you fully understand Move My Wheels's Vehicle Services Conditions, "Limitations and Exclusions on our Liability to You" in Clause 7.

Move My Wheels is not an insurance provider, and it is the owner's duty to ensure that the vehicle is appropriately insured prior to any movement.