

Terms & Conditions



Standard Trading Hours:

Car-Go operates 24/7. Standard trading hours are 8am to 6pm, Monday to Friday. Movements conducted outside of the standard trading hours will be subject to an Out of Hours Premium.

Definitions:

Car-Go/our/us/we: refers to Car-Go Vehicle Movements.

Quotations:

All quotations supplied by Car-Go are given with no obligation by the customer. Quotations will be raised using the information provided (please refer to the Information Required section for more details) by the customer. Any quotation issued by Car-Go will be valid for 14 days from the date of issue unless otherwise agreed in writing between Car-Go and the customer. The 14 day validation period is subject to the vehicle movement only and does not guarantee Car-Go's availability for an assignment.

Please note, a quotation is not a confirmation of booking. An issued quotation does not form any contract or obligation for Car-Go to undertake any assignments. Car-Go will not accept any liability for non-availability.

Invoicing & Payments:

For cash and non-credit account customers an invoice will be raised at the time of booking and prior to commencement of the assignment. The invoice amount will be based on the information provided at the time of booking or acceptance of a valid quotation. Payment must be made in full at the time of booking. Car-Go reserve the right to selectively offer a provisional booking. Where a provisional booking has been offered, full payment must be received no less than 48hours prior to the commencement date of the assignment. When full payment for a provisional booking has not been made by the stipulated date, Car-Go will reserve the right to cancel or terminate the provisional booking. Car-Go will not accept any liability for any third-party losses arising from a cancelled or terminated provisional booking.

For credit account customers, an invoice will be raised and submitted on completion of the assignment. Payment will be in line with the account terms agreed with Car-Go.

Information Requirements:

Please take extra care to ensure the full and accurate information is supplied at the time of booking. Should the information provided be different or incorrect, additional charges may apply. Where it is deemed that additional charges have arose from incorrectly supplied information, full payment for any additional charges must be paid in full prior to commencement of the assignment.

At the time of booking your vehicle movement, Car-Go requires the following information;

- Vehicle make/model/colour
- Vehicle Registration Mark and VIN (Vehicle Identification Number)
- Collection and delivery timeframes
- Collection address and contact details
- Delivery address and contact details
- Any special adaption or modifications to the vehicle

Where a collection or delivery is to be carried out on a public highway, Car-Go will require additional information providing proof of valid vehicle insurance, vehicle road tax and MOT (Ministry of Transport test certificate) prior to commencement of collection, delivery or both. Car-Go will reserve the right to abort or terminate the assignment, without refund, or raise full invoice for credit account customers if you fail to provide the required information no later than 23:59 hours on the date proceeding your confirmed booking.

Where any vehicle does not hold a valid MOT, a collection or delivery undertaken that requires Car-Go to load or unload on a public highway, Car-Go will require the customer to provide proof of a confirmed booking with an MOT vehicle testing station.

Where a collection or delivery is to be made on private land, proof of valid vehicle insurance, vehicle road tax and MOT will not be required.

Transported Deliveries:

Transported delivery is a service where your vehicle is loaded onto an open back truck, open trailer, closed cover truck or closed cover trailer and transported to the confirmed delivery address. The following terms and conditions are applicable;

- You must guarantee that all goods to be transported belong to you and if anyone else has any legal interest in the goods, you have the permission to transport the goods.
- The vehicle must start, move freely in all directions and brake effectively and safely. Should the aforementioned conditions not be met, the assignment will be classed as a recovery and may be subject to additional charges to complete the assignment. Should Car-Go arrive at the collection location and be unable to load the vehicle safely, the assignment may be aborted with no refund, or credit accounts invoiced in full at Car-Go discretion.
- The customer will ensure Car-Go will have reasonably adequate access to safely load at the point of collection and unload at the point of delivery. Should Car-Go arrive at the collection location and be unable to load the vehicle safely, the assignment may be aborted with no refund, or credit accounts invoiced in full at Car-Go's discretion. Examples of inadequate access include but is not limited to, uneven or unstable ground, inadequate space for truck and load, steep inclines or parking/stopping restrictions.
- Car-Go will contact the delivery customer prior to departure from the collection location stating an estimated time for delivery. Car-Go will provide continued updates should changes arise. The customer will make themselves available to receive the delivery at the time communicated on departure or thereafter communication. On arrival at the delivery location, Car-Go will give a grace period of 15 minutes waiting time. Any waiting time after the initial 15 minutes will be charged at £25.00 per half hour and is payable in full prior to unloading. Should Car-Go be unable to make delivery after 1 hour and 15 minutes after the arrival time, Car-Go will be

entitled to place the vehicle into storage and charge at the rate of £20.00 per calendar day. Please refer to the Storage section for more details.

Wait Time:

The vehicle must be ready for collection by **Car-Go** by the date and time specified at the time of booking. If on arrival at the collection address the vehicle is not ready for collection, **Car-Go** will give a grace period of 30 minutes for confirmed bookings by date only. If you have specified a collection time, the grace period will be 15 minutes. Any waiting time beyond the grace period will be charged at the rate of £25.00 per half hour and will be payable at the time of collection.

Waiting time will commence at the time **Car-Go** arrive at the collection location. Where an arranged collection time has been confirmed with the booking, the waiting time will commence from the agreed collection time. Should **Car-Go** arrive late for collection due to unforeseen circumstances, the waiting time will commence on arrival at the collection location and the grace period will be extended to 30 minutes.

Cancellations and Amendments:

Should you wish to cancel or amend any confirmed bookings, please notify us in writing as soon as possible. Should you cancel or amend your confirmed booking by telephone, **Car-Go** will confirm any agreed amendments or cancellation in writing.

Any amendments made with more than 48 hours' notice prior to the confirmed booking date will be free of charge. Additional charges or refunds may apply if the amendment is for example but not limited to the service provided or the distance travelled. Any Amendments made with less than 48 hours' notice will not be subject to any refund but may be subject to additional charges.

If you cancel any confirmed booking by writing or telephone, no less than 48 hours prior to the confirmed date of assignment, a full refund will be given. Cancellations made with less than 48 hours, but greater than 24 hours, will be subject to a 50% refund. Cancellations made with less than 24 hours' notice will not be subject to any refund. For credit account customers, an invoice will be raised in line with the agreed credit account terms.

If you postpone any confirmed booking with less than 24 hours' notice prior to the confirmed date of assignment, no refund will be given. Postponed confirmed bookings must be rebooked within 30 days of the confirmed date of the original assignment unless otherwise agreed in writing by **Car-Go**. If you do not rebook within 30 days, or obtain a written agreement from **Car-Go**, all monies paid will be forfeited and services withdrawn for each confirmed booking.

Force Majeure:

Car-Go shall not be liable for any failure or delay in undertaking their obligated assignment where such failure or delay results from any cause that is beyond the reasonable control of **Car-Go**. Such causes include, but are not limited to: industrial action, civil unrest, fire, acts of god, acts of terrorism, acts of war, governmental action or any other event beyond the control of **Car-Go**.

Storage:

Should **Car-Go** have a need to place a vehicle into storage, the daily storage charge will be £20.00 per calendar day, starting the day the vehicle is placed into storage and will be applicable until and including the day of release from storage. All storage and redelivery charges must be paid in full prior to the vehicle being released for delivery.

Car-Go will store the vehicle for a maximum of 14 days from the delivery date of the original booking, unless otherwise agreed in writing with **Car-Go**. If payment has not been received and a redelivery scheduled within this time, **Car-Go** will be entitled to sell the goods at any reasonable price and use the proceeds to cover any outstanding monies owed. Any remaining money will be returned to the customer.

Good In Transit Insurance:

Car-Go will insure vehicles in our possession up to a maximum of £50,000.00 against damage caused whilst in the care of **Car-Go**. It is a condition precedent to cover and liability, that all vehicles are loaded and unloaded using a mechanical winch, crane or vehicle lift.

Vehicles loaded and unloaded without the use of a winch, crane or vehicle lift will not be covered by the Goods In Transit Insurance and will be subject to limited liability of £200.00 or the vehicle movement cost, whichever is the lesser.

Car-Go will not be liable for damage caused as a result of:

- Wear and tear, gradual deterioration, scratching and bruising to bodywork or glass.
- Damage caused by or attributable to mechanical, electrical and/or electronic breakdown, malfunction or failure of the towed vehicle.
- Damage to tyres by punctures, cuts or bursts.
- Loss or damage attributable insufficient and/or malfunction of the rear/tailgate light cluster.
- Any damage caused loading or unloading the vehicle following an 'Increased Loading/Unloading Risk Assessment' where the customer has been advised and accepted liability.
- Any vehicle delivered and receipt taken from any person, other than the authorised recipient/s.
- Loss of Hire/Use charges arising from vehicle damage whilst in our care.

Terms and conditions are correct at the time of printing and are subject to change at any time without prior notice. All prices/charges stated in these terms are exclusive of VAT.