



SMB AUSTRALIA CAR TRANSPORT PTY LTD. **GOODS IN CAR POLICY**

SMB will accept car transport with goods inside the vehicle.

To provide this service safely we have explicit requirements on what is acceptable and what is not acceptable for travel.

Luggage and personal items MUST be stored as follows:

- Items are required to be neatly packed in suitcases, removalist boxes or closed travel bags.
- Items are in the Ute tray of the vehicle must have a lockable lid.
- Items may not be under tonne or fabric Ute covers.
- Item storage is allowed to the base of the rear window, not on or around the driver's seat.
- All items cannot exceed a total of 80kg in total in standard booking.
- Items must be accessible and available for inspection.

Limitations:

- Due to strict quarantine rules items are not limited to but may not be the following:
 - No perishable food items or plants
- No dangerous goods - including, but not limited to, weapons, firearms, ammunition, flammable liquids, gases or illegal items
- No windows can be obstructed in anyway

If items are not loaded appropriately, the goods will not be allowed to travel.

Important things to note:

- No legal or any other types of responsibility will be taken on any personal items or goods left in the car regardless of transport booked.
- No responsibility will be taken or investigated to any damage caused to the internals of your vehicle if you leave goods inside the car.
- Items such as paperwork for the vehicle (service/logbooks etc), spare tyre (in it's housing), jack or a fixed baby seat are not classed as items and are classed as part of the vehicle.
 - Any items that are travelling with the vehicle will Not be covered under any transit warranty. All items will travel at your own risk.
- No responsibility will be taken or investigated to any damage or claims against lost/stolen items.
- Please contact our bookings team if you wish to transport items exceeding a total of 80kgs and we can quote appropriately.



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WHAT IS FAIR WEAR & TEAR?

So what exactly is wear and tear in this situation?

Vehicle Wear and tear is considered to be damage or deterioration resulting from normal use and exposure, not a result of impact damage from transportation. We do conduct an initial walk around image/ photograph survey to capture all obvious damage or marks that are visible at time of survey from 1 meter away.

We consider a certain type of damage to a vehicle to be fair wear and tear as a result of continued use. Damage caused by SMB Australia Car Transport negligence, such as transport impact damage, is dealt with differently. The below information is to be used as a guide to assist in understanding what is fair wear and tear.

Please make sure you have read and fully understand the guide below.

STONE CHIPS – Stone chips to any panel

DENTS- Dents of no more than 25 mm in diameter where the paint surface has not been broken and there is no paint removal, paint cracking or flaking.

LIGHT SCRATCHES:

- Not more than 25mm in length and not more than 1mm wide.
- No paint surface penetration.
- Can be polished out.

WHEEL, WHEEL TRIMS & TYRES – Light scratches and scuffing up to 20mm in length.

DRIVER SEAT AREA – UPHOLSTERY, FLOORS, CARPETS:

- Light marks that can be removed by vacuum or general cleaning.
- Light scuffing or smears or regular day to day debris that is removable by general cleaning.

FRONT AND REAR BUMPERS:

- Scratches/ scrapes under the front bumper that are not visible when standing 1 metre back from the vehicle; or
 - Light scuffing or scratches:
 - Where there is no paint penetration
 - Which can be polished out
 - Isolated stone chips.

PRE-EXISTING DAMAGE

A SMB Australia Car Transport staff member will take images of the vehicle prior to loading on to our car carrier.

Images will be of the exterior of the vehicle of all panels taken at approximately 1 metre away.

A SMB Australia Car Transport has no liability for any minor exterior marks/damage not visible from 1 metre away.