
Before you hand over the keys

The five minutes at pick-up that protect both of us. Run through this with your driver so the condition of the car is agreed before it moves, not argued about afterwards.

WALK AROUND THE CAR TOGETHER

- ☐ **Agree the condition report before loading**
Photos front, rear, both sides, wheels, and any existing damage.
- ☐ **Point out the marks you already know about**
Kerb rash, chips, a scuffed lip. Getting them on record protects you.
- ☐ **Note the odometer and fuel level**
Both are photographed on our report.
- ☐ **Check the interior is empty**
Sunglasses, toll tags, garage remotes, anything personal.

CONFIRM THE DETAILS

- ☐ **Delivery address and who receives it**
Name and mobile for the person at the other end.
- ☐ **Realistic arrival window**
Traffic, load order and access all affect it. Ask for the honest answer.
- ☐ **Your driver's direct number**
You should be able to reach the person with your car.
- ☐ **Cover in place**
We carry \$1M on-hook cover and \$20M public liability. Ask for a certificate any time.

MONEY

- ☐ **Agree the price before it moves**
Including tolls, waiting time and after-hours if they apply.
- ☐ **Confirm the payment method**
Card, transfer, cash, or on account if you're trade.

Questions, or want us to walk you through it?
We answer the phone 24/7.

0477 449 929
bookings@hauling.com.au