

## GENERAL TERMS OF BUSINESS



# CLICK N DRIVE

## VEHICLE MOVEMENTS

Email: [movements@clickndrive.co.uk](mailto:movements@clickndrive.co.uk) Telephone: 01782 461234

Verbal instructions and orders for vehicle movements must be followed up with written instructions (i.e. by facsimile or e-mail) prior to commencement of work. Verbal instructions alone will not be acceptable and will not guarantee completion of work.

We reserve the right to make a surcharge for any work in hand, or work completed, that differs from the original verbal/written order (e.g. changes to collection/ delivery times, changes of address, excessive waiting times, and changes to vehicle type or size).

We reserve the right to make a surcharge for cancellations or aborted collections/deliveries once the driver has been dispatched.

Every effort will be made to ensure collection and delivery times are adhered to, however due to unforeseen circumstances, i.e. traffic jams, accidents, and weather condition etc, no guarantees can be made in relation to problems/delays of this nature.

Drivers are instructed to fuel vehicles as required, fuel quantities and prices may vary depending on individual vehicle calibration/tank levels or filling stations used. The cost of fuel used on each vehicle movement will be included on the relevant invoice. Fuel charges are based on current pump prices.

When instructed to collect/deliver any vehicle the owner/keeper of the vehicle must make sure the vehicle has a current MOT certificate. If not, prior arrangements must be made to either MOT the vehicle before collection or pre-book the vehicle for an MOT at its destination.

All vehicles that we are asked to deliver must be in a roadworthy condition. Our drivers are instructed to make the decision whilst on site during the collection inspection. However our drivers are not mechanically trained and therefore are not required or qualified to make any judgement on the mechanical viability of any vehicle.

If we have to abort the driver at collection because the vehicle is unroadworthy, we reserve the right to charge exactly the same amount as we would have if the delivery had been completed.

In the event that the vehicle breaks down in transit to the delivery location, the customer will be contacted and asked how they would prefer to proceed. If the vehicle is covered by a roadside assistance breakdown company, we can

take these details and have the vehicle repaired/recovered on the customer's existing cover. If the vehicle is not covered, Click N Drive will instruct our recovery company to attend to the vehicle, but this arrangement will incur further costs, and these may not be available before the recovery has been completed.

All driving staff are instructed to carry out an inspection of the vehicle prior to collection. Damage found or comments made will be recorded on their inspection report. The driver will ask for the report to be signed prior to moving the

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vehicle and handover completed. The quality and thoroughness of the driver's inspection is dependant on various conditions e.g. weather, lighting and vehicle condition and cleanliness. If these conditions are not favourable, the driver may not be able to complete a thorough inspection of the vehicle. In situations of this nature, this company will not accept liability for any damage missed off the inspection sheet.

Upon delivery of the vehicle the driver will ask for their delivery report to be signed. The delivery report has facilities for recording damage of the vehicle or for making comments regarding the delivery. The receiver of the vehicle is invited to inspect the vehicle and record their findings. Any damage not notified on the P.O.D. (Proof of Delivery Note), will not be accepted by us, unless and notwithstanding, we are notified in writing within 48 hours of delivery, and the damage can be viewed by us, prior to any repairs.

Any damage notified to us via the P.O.D., estimates must be submitted within 7 days and we reserve the right to claim any replaced part, as proof of damage. Click N Drive will not be held responsible for any damage that cannot be attributable to negligence on behalf of Car Collection Service or their Staff. I.e. Acts of God (Storm damage, Bird Strike, Bird Droppings, etc.), Stone chips, acts of vandalism not preventable by Click N Drive. Vehicles damaged whilst in our care, which we accept liability for, will be repaired and delivery completed. Click N Drive will not provide hire cars, replacement vehicles or compensation whilst the vehicle is being repaired. We will not be held responsible for any damage found after this time.

Customers must be aware that if they choose to have a vehicle moved by plate delivery (road driven) minor damage from road surfaces may occur, e.g. stone chips on bodywork/windscreen, tyre damage/blowouts. Click N Drive take no responsibility for any non fault road damage whilst the vehicle is in transit. This includes, but is not limited to - stone chips of any kind. There is an option to take our stone chip coverage at £3.00 + vat when the job is booked. Click and Drive will not accept liability for damage of this nature.

If a customer requires vehicle movements that carry less risk of damage from road surface etc. should opt for delivery by car transporter.

Customers either buying or selling vehicles must be aware that the inspection of this vehicle is completed by our driver, and is therefore the completed inspection report does not reflect the true value or worth of the vehicle. The inspection is not for that reason. The inspection is meant only to indicate and record damage found on the vehicle at the time of collection, so that responsibility for damage cannot be attributed to our driver during the transit of the vehicle.

During our period of responsibility, all vehicles are covered by our Goods In Transit insurance; a copy is available on request. Any additional insurance required for loads in excess of our Goods in Transit insurance, will be negotiated and may invoiced separately.