

ONTIME HAULERS PTY LTD

CUSTOMER DISCLAIMER & IMPORTANT BOOKING NOTICE 2026 EDITION

Document	Customer Disclaimer & Important Booking Notice
Version	2026.1
Effective Date	17 August 2026
Applies To	Website enquiries, quotations and electronic bookings unless otherwise agreed in writing

1. Our Terms apply

All transport, handling, storage and related Services provided by Ontime Haulers Pty Ltd are subject to the current Ontime Haulers Customer Terms & Conditions of Cartage. By requesting a quotation, making a booking, tendering Goods, permitting collection, instructing us to provide Services, accepting delivery or paying an invoice, you accept those Terms, subject to any rights that cannot lawfully be excluded.

2. Accurate booking information

Customers must provide accurate freight descriptions, dimensions, weights, quantities, pallet requirements, pickup and delivery addresses, access information and special handling requirements. Charges may be adjusted where actual requirements differ from the information supplied.

3. Freight preparation

Goods must be properly packaged, labelled and suitable for normal transport and handling. Dangerous or regulated Goods must be declared before collection and all required documentation and packaging must comply with applicable law.

4. Service times

Collection and transit times are estimates unless Ontime Haulers expressly confirms a guaranteed commitment in writing. Booking cut-off times and service availability may affect the service cycle and estimated transit time.

5. Additional charges

Additional Charges may apply for waiting time, futile collection or delivery, redelivery, storage, tailgate or manual handling, restricted-access locations, special equipment, dangerous Goods, oversized freight, after-hours services, tolls, government charges or other services outside the accepted booking.

6. Safe access & refusal

Ontime Haulers may refuse, suspend or modify a Service where Goods, loading/unloading conditions, site access or the requested transport would be unsafe, unlawful or otherwise unsuitable. No customer instruction or delivery deadline overrides applicable safety or transport law.

7. Authority to Leave

Where Authority to Leave has been authorised, Goods may be left at the nominated location without a signature. Delivery evidence may include photographs, electronic records or GPS/location confirmation. The Customer accepts the consequences of an authorised unattended delivery subject to applicable law.

8. Insurance & claims

Unless expressly agreed in writing, Ontime Haulers does not arrange transit insurance for Customer Goods. Customers should consider appropriate insurance for the full replacement value of their Goods. Loss or damage claims should be notified promptly and supported with photographs, proof of value and other reasonable evidence.

9. No exclusion of non-excludable rights

Nothing in this Disclaimer or the Customer Terms & Conditions excludes, restricts or modifies any consumer guarantee, statutory right, remedy or liability that cannot legally be excluded, restricted or modified.

FULL CUSTOMER TERMS & CONDITIONS OF CARTAGE

The full Terms contain the legally operative provisions covering bookings, pricing, fuel levy, waiting time, freight, pallets, Dangerous Goods, CoR, delivery, liability, claims, storage, lien, payment, privacy and other matters.

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This one-page notice is a summary only. If there is any inconsistency, the current Customer Terms & Conditions of Cartage govern, subject to applicable law.