

Ontime Haulers Pty Ltd

Payment Policy

Last updated: 17 August 2026 | Approved by: Director / General Manager

This Payment Policy explains how Ontime Haulers Pty Ltd invoices for its Services and how payment is to be made. It is to be read with the Customer Terms & Conditions of Cartage, the applicable quotation or booking confirmation and any written credit or account terms agreed with Ontime Haulers.

All charges are exclusive of Fuel Levy Surcharge and GST unless expressly stated otherwise.

1. Invoicing & Due Dates

- Invoices are payable in full by the due date stated on the invoice unless different terms are agreed in writing.
- Charges may include freight charges, fuel levies, waiting time, storage, redelivery, additional services, administration charges, tolls, government charges and taxes.
- Unless a credit account has been approved, payment is required before or at the time of booking, or as otherwise directed by Ontime Haulers.

2. Payment Methods

Ontime Haulers accepts payment by the methods stated on the invoice, including secure online credit card payment through the Pay Invoice facility on our website.

- Online invoice payment: use the Pay Invoice page at ontimehaulers.com.au/pay-invoice with your invoice details.
- Account customers: pay by the methods and within the terms stated on your invoice or credit approval.

3. Credit Accounts

- Credit is subject to approval and may be varied, suspended or cancelled by Ontime Haulers.
- Ontime Haulers may require prepayment where an account is overdue, exceeds its credit limit or where credit risk has materially changed.
- To the extent permitted by law, payments may be applied against outstanding amounts in the order Ontime Haulers reasonably determines.

4. Overdue Invoices

Where payment is overdue, Ontime Haulers may suspend or refuse further Services, subject always to applicable law and the Customer Terms & Conditions of Cartage.

5. Invoice Disputes

If you believe an invoice is incorrect, contact our accounts team as soon as possible with your invoice number and details of the disputed amount so it can be investigated and resolved.

Questions about invoices or payment: accounts@ontimehaulers.com.au | (07) 3496 9510.

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