

TERMS AND CONDITIONS – TRUCK HIRE

Last Updated: June 2026

1. Acceptance

By booking, hiring, collecting or using any vehicle supplied by **Truck Mate** ("Company", "we", "us", "our"), you agree to be bound by these Terms and Conditions.

2. Eligibility

To hire a vehicle, you must:

- Hold a valid driver's licence appropriate for the vehicle being hired.
- Be legally permitted to drive in Australia.
- Provide accurate identification and contact details.
- Meet any minimum age requirements specified at the time of booking.

We reserve the right to refuse hire at our discretion.

3. Booking and Payment

- All bookings are subject to vehicle availability.
- Full payment or a deposit may be required before collection.
- Additional charges may apply for extended hire periods, late returns, damages, tolls, fines, cleaning, refuelling or other costs incurred during the hire.

4. Vehicle Collection

The hirer must inspect the vehicle upon collection and report any existing damage before leaving the premises.

Failure to report existing damage may result in the vehicle being deemed accepted in its current condition.

5. Vehicle Use

The vehicle must not be:

- Driven by any unauthorised person.
- Used for any unlawful purpose.
- Used while the driver is under the influence of alcohol or drugs.
- Used for racing, competitions or driver training.
- Used to transport hazardous or illegal materials.

- Used in a manner that may cause damage beyond normal wear and tear.

The hirer must operate the vehicle safely and responsibly at all times.

6. Driver Responsibility

The hirer is responsible for:

- The vehicle during the entire hire period.
- Any loss or damage caused during the hire period.
- Compliance with all road laws and regulations.
- Any traffic infringements, parking fines, toll charges and penalties incurred during the hire.

7. Fuel

Vehicles must be returned with the same fuel level as supplied unless otherwise agreed.

Additional charges may apply if refuelling is required by the Company.

8. Return of Vehicle

The vehicle must be returned:

- On the agreed date and time.
- In substantially the same condition as when hired, excluding fair wear and tear.
- With all accessories, keys and supplied equipment.

Late return fees may apply.

9. Damage and Accidents

The hirer must immediately notify the Company of:

- Any accident.
- Any damage.
- Any theft or attempted theft.
- Any mechanical issue affecting vehicle safety.

The hirer must cooperate fully with insurance providers and authorities where required.

10. Breakdown

In the event of a breakdown, the hirer must contact the Company immediately before arranging repairs unless emergency circumstances require otherwise.

Unauthorised repair costs may not be reimbursed.

11. Cleaning

The vehicle must be returned in a reasonably clean condition.

Additional cleaning charges may apply if excessive cleaning is required.

12. Cancellation

Cancellation fees may apply depending on the amount of notice provided before the booking start time.

Refunds are processed at the Company's discretion and in accordance with applicable Australian Consumer Law requirements.

13. Limitation of Liability

To the maximum extent permitted by law, the Company is not liable for:

- Indirect or consequential losses.
- Loss of income, business or profits.
- Personal property left in the vehicle.

Nothing in these Terms excludes rights that cannot be excluded under Australian Consumer Law.

14. Privacy

Personal information collected during the booking and hire process is handled in accordance with our Privacy Policy.

15. Governing Law

These Terms and Conditions are governed by the laws of Australia and the applicable laws of the State or Territory in which the vehicle is hired.

16. Contact Information

Truck Mate

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