



Fara Logistics Limited  
Bullington  
Sutton Scotney  
Winchester  
SO21 3QQ

### Terms and Conditions

Fara Logistics Ltd shall not be liable for loss of or damage to any vehicle prior to loading and after discharge from the transporting vehicle, howsoever such loss or damage arises, except during handling of vehicles held by us. The confirmation of booking or our acceptance to transport a vehicle does not imply that the vehicle will be loaded. Actual loading and/or delivery will depend on any circumstance, which may prevent Fara Logistics Ltd from reaching the collection point or destination and actually loading / unloading the vehicle. We reserve the right to cancel or delay any shipment without penalty and / or liability. Invoices must be paid prior to or on the day the vehicle is handed over unless otherwise arranged. Cheque payments must be cleared before collection / delivery.

If Fara Logistics Ltd are instructed to collect a vehicle on or after any particular day/time, yet are unable to collect the vehicle due to the vehicle being unready at the collection point or funds being uncleared, or any other reason out of our control, then the contract shall be deemed terminated and Fara Logistics Ltd shall claim full payment for the transportation order. If a vehicle is found to be inoperative upon arrival without prior warning and we are advised to continue loading a charge of £15 exclusive of VAT will be added to the agreed job price. Drivers will wait free of charge for a maximum of 15 minutes, if the driver is required to wait any longer, then a waiting charge shall be applied. The waiting time charge is £50 per hour exclusive of VAT or part thereof. Waiting time begins once the driver has arrived on site and will be calculated using either tachograph records, our GPS tracking system or evidence supplied by the driver. Drivers reserve the right to refuse the loading of a vehicle if it is considered by him/her unsafe to do so, for whatever reason. During our period of responsibility, all vehicles are covered by our 'Goods In Transit' insurance, a copy of which is available on request. Any additional insurance



required for loads in excess of our 'Goods in Transit' insurance, will be negotiated and may be invoiced separately.

Whilst every effort is made to keep to promised delivery schedules, Fara Logistics Ltd will not be held responsible for late or failed collections or deliveries due to unforeseen circumstances beyond our control such as road works, traffic accidents, breakdowns, or adverse weather conditions etc. Any damage not notified on the delivery note, will not be accepted by us, unless we are notified in writing within 24 hours of the delivery, and the damage can be viewed by us prior to any repairs. Any damage notified to us on the delivery note, estimates must be submitted within 7 days, and we reserve the right to claim any replaced part, as proof of damage. Fara Logistics Ltd will not be held responsible for any damage that cannot be attributable to negligence on behalf of Fara Logistics Ltd or their staff for example Acts of God (Storm damage, Bird Strike, Bird Droppings, etc.), stone chips, acts of vandalism not preventable by Fara Logistics Ltd.

Fara Logistics Ltd will not provide hire cars, replacement vehicles or compensation whilst the vehicle is being repaired.

## Cancellation and Refund Policy.

To cancel a booking contact: David Whittle (Transport Manager) Fara Logistics Limited Tel:- 07480 539777 By email: [Transport@faralogistics.co.uk](mailto:Transport@faralogistics.co.uk). No refunds will be given for cancellations made less than 24 hours prior to the agreed transport date. No refunds will be given after the vehicle has been transported.