

Top 10 Frequently Asked Questions

1

How long does it take for my bond to be refunded?

Your bond will be refunded 3-5 working days after your hire vehicle is returned.

2

How much is the bond?

The bond varies depending on which vehicle/s you are hiring. Car licence trucks: \$300 bond, 4wds: \$2000 bond, Truck licence trucks: \$1000, Vans & utes: \$300, Bus: \$1000

3

Can I drop off after hours?

Yes, you can. There is a dropbox on the front door for the keys. Please park the vehicle out the front of our office, take all of your items out of the vehicle and lock the vehicle.

4

Do I need to fill up the vehicle when returning?

Yes, to avoid additional charges.

5

Is there an extra kilometre cost?

Yes, there is 200 kilometres free per day and then 40 cents per kilometre.



6

Do I need to clean the vehicle upon return?

Please return the vehicle in a tidy manner. Cleaning fees will be applied for excessive mess. Eg. General rubbish, dog hair, red dust.



7

What happens if the vehicle breaks down?

We have an all-new fleet that is kept up to date and includes modern safety features. If there is an issue, please feel free to call our office during office hours on 4032 3448. If you need assistance after hours, please use our emergency contact list attached to your contract.



8

How much is the excess?

Liability Standard: \$750

Liability Single: \$2500



9

What is the difference between liability standard and liability single insurance?

Liability Standard = Multiple motor vehicles are involved in the incident.

Liability Single = One motor vehicle is involved in an incident e.g. Run into a pole.



10

Can I return early/ extend my hire?

You can return your hire vehicle anytime, however, we do not offer refunds for early returns.

To extend your hire, please call our office on 4032 3448 or email sales@1300truckhire.com.au

1300 TRUCKHIRE

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