

Terms and Conditions

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1. All quotes are valid for 14 days.
2. Vehicles will be transported on an open car carrier.
3. Payments are strictly in advance. A minimum deposit of 50% must be paid within 12 hours of the quote issued to ensure the vehicle is booked for the quoted departure date. Failure to do so will result in a first come first serve basis and the collection/delivery date will not be guaranteed.
4. Due to the limitations of suburban roads which include, but not limited to, narrow streets, sharp bends, steep hills, cul-de-sac's, townhouse complexes and low trees, Door-to-Door services are not always possible. OPEN ROAD CARRIERS will arrange to meet at the nearest access point for collection/delivery.
5. Collection/delivery dates and times are estimated times only. Due to conditions beyond our control including but not limited to, traffic flow, road closures, adverse weather conditions, impassable or dangerous roads or bridges, mechanical breakdowns, the carrier will be entitled to delay the departure date/time and/or deviate from the planned route.
6. Drivers are not authorised to enter airports, high risk or restricted areas.
7. All cancellations will carry a 10% administration fee on the quoted amount.
8. Cancellations must be done in writing at least 48 hours prior to the agreed collection date. Failure to do so will result in a 100% cancellation fee.
9. The onus is upon the owner to supply full delivery details to OPEN ROAD CARRIERS in terms of its administration requirements. OPEN ROAD CARRIERS will not be responsible for any loss or damage in respect of incorrect delivery of the vehicle due to incomplete or incorrect delivery details being supplied. In the absence of gross negligence, OPEN ROAD CARRIERS will not be liable for any loss or damage incurred as a result of the owner, or his duly authorised nominee, not being present to receive the vehicle.
10. To avoid additional charges due to delays, re-routing, etc, all changes in customer, vehicle and address information must be communicated to OPEN ROAD CARRIERS at least 72 hours prior to the agreed collection date.
11. OPEN ROAD CARRIERS will not be liable for any incidental costs incurred by the customer due to late collection and or delivery dates and times.
12. Fuel levels should preferably be kept to a minimum to save weight.
13. Vehicles classified as a "Runner" (running condition vehicle) must be able to start and drive without external assistance.
14. NON-RUNNER Vehicles:
 - a. A "Non-Runner" vehicle may include accident damage, but must be able to roll on its own wheels. A vehicle with a flat battery is also a "non-runner".
 - b. Additional costs apply for non-runner vehicles. OPEN ROAD CARRIERS must be informed prior to collection, otherwise vehicles will not be loaded, resulting in further costs.
 - c. Non-Runner vehicles with an automatic gearbox, and or flat battery, must be in provided and left in NEUTRAL for the duration of the relocation.
 - d. Non-Runner vehicles with flat tyres will not be loaded. The responsibility is upon the owner to ensure the vehicle is provided with fully inflated tyres.
 - e. The onus is upon the customer to present the non-running vehicle to the carrier. OPEN ROAD CARRIERS' drivers and staff can not fetch non-running vehicles in basements, car parks, etc and push it to the carrier.
15. Keys must always accompany the vehicles.
16. All additionally fitted accessories to the vehicle, including but not limited to bullbars, tow bars, canopies and roof racks must be disclosed to OPEN ROAD CARRIERS at least 48 hours prior to the agreed collection date.
17. In the event of any dispute arising out of this agreement or the terms hereof, or the interpretation of the agreement, the laws of the Republic of South Africa shall apply.
18. Olifantsfontein Depot:
 - a. All deliveries of vehicles to OPEN ROAD CARRIERS' depot is strictly by prior arrangement.
 - b. Vehicles must be delivered before 9:00 on a Monday to ensure same week transportation. Failure to do so will result in a roll-over to the next available load.
 - c. A daily storage fee of R50.00 excluding VAT will apply for vehicles not collected within 24h after the agreed date. (excluding weekends)



Liability Cover and Exclusions

1. All quotes include cover up to R250 000.00 per vehicle by Goods in Transit (GIT) insurance.
2. GIT Cover includes Fire, Collision, Overturning, Hijack and Theft following
3. GIT Cover excludes damage to Windscreen, glass, hail, scratches, stone chip, mechanical and electrical fault claims.
4. An excess of 10% / minimum R5 000.00 (five thousand Rand) per vehicle per GIT claim is payable by the client per vehicle whilst in transit following loss/damage of any nature as described below.
5. OPEN ROAD CARRIERS shall not be liable for any damage to the vehicle, which includes, but not limited to weather elements, stone chips and dents from passing vehicles and cracked windscreens, side and rear windows, whilst in transit. Any damage to a vehicle must be claimed from customer's own comprehensive insurance.
6. Onus is on the client to obtain cover for vehicles to be transported, and whose value exceeds R250 000.
7. Loose items are left in vehicles at own risk and are not covered by insurance. (Not advisable)
8. OPEN ROAD CARRIERS will not be held liable for loss of any loose items/luggage/goods left in the vehicle.
9. Any existing damage including, but not limited to, dents, scratches and chips must be recorded prior to the vehicle being loaded onto the carrier and recorded on the vehicle inspection checklist and signed for by the client or designated representative.
10. The client must inform OPEN ROAD CARRIERS of any damage within 12 hours after delivery has taken place, and record it on the vehicle inspection checklist. OPEN ROAD CARRIERS will not be held responsible for any further damage to a vehicle after the inspection checklist has been signed off at delivery, especially in the case where a third party was involved.
11. OPEN ROAD CARRIERS or its Liability Cover Provider reserve the right to decline on liability Cover for Exotic / Vintage type of vehicles which decision will be at the sole discretion of the Liability Cover Provider. They will be carried at own risk.
12. OPEN ROAD CARRIERS will not accept liability for mechanical failures and electrical defects that may arise or encounter whilst driven under own power on to or off the car transporter. The onus rests upon the client to ensure sufficient fluid levels are in the vehicle being transported.
13. The client must ensure that the vehicle is in a clean condition before collection of the vehicle and ensure that the vehicle is fit for transportation. Any defects that is on the vehicle has to be pointed out to the Carrier or its representative before handing the vehicle over to the Carrier.