

Customer F.A.Q's



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Is the vehicle auto or manual?

All our vehicles are automatic transmission, Innisfail Manual

What type of fuel do your vehicles take?

Some vehicles run on unleaded petrol, others diesel. Please check before refuelling.

I can't find petrol tank, where is it?

1. On our **utes** the petrol cap is on the passenger side of vehicle, just under the side of the tray, there should be sticker on the side to help you find it, you will need the key to unlock it.
2. On our **vans** it is on the passenger side between the passenger door and the sliding door, you will need to use the lever located on panel by drivers knee inside the vehicle to release the flap.

How old do I have to be to hire a Handy Rentals vehicle?

- To hire our vehicles you must be aged between 21 years and 80 years of age.
- We have age restrictions due to restrictions imposed on us by our insurance company, which is similar for all rental companies.
- You will also need to hold a full unrestricted drivers license, which means no provisional licenses (P plates), learners permits (L plates) or extraordinary licenses (E Plates), regardless of age.

Why do I have to pay for vehicle in advance?

- Vehicle must be paid for in advance in order to have cover by our insurance company.
- Overdue vehicles have no insurance cover.

Do I have to pay for extensions at time of extension?

- Yes hires and extensions need to be paid for in advance.
- Deposits cannot be used for extensions.

What is the weight limit for overhead loads?

- You can carry a maximum of 150kg using the racks for an overhead load with our utes.
- The back rack and middle rack can support the 150kg weight limit by themselves if the load does not reach the front rack. The weight limit is strictly limited to 150kg as this is the weight the racks are built to hold. The overhead load must be secured to the back tray firmly.
- The front rack is to be used as a support rack only, it has a 50kg weight limit and is not to be used as the sole anchor point for tying down your load. Please see our Ute Load Guide for more info.
- Each state have different road laws and the overhead carry limit may differ state to state.
- We suggest you check your state based road laws before carrying any overhead loads.

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Q: How much is the deposit for hiring a Ute?

- A deposit of **\$200** is charged on commencement of hire for hires less than 1 day duration, provided the hirer is using the vehicle in the local area and has a local drivers license.
- A deposit of **\$500** is charged on commencement of hire for hires longer than 1 day duration, if the hirer is located outside the local area, or if the vehicle will be travelling outside the local area.
- A **\$500** deposit is also applicable for drivers with Interstate or International Driver's licenses, even if their local address is within the local area.
- No deposit can be waived, and must be processed on a valid credit card (or through credit function on a visa/mastercard debit card) with hirer's name on the card
- **No gift cards or pre paid cards.**
- Please see the terms and conditions for more information.

Q: What is the capacity of the Ute?

- All of our utes are rated as 1 tonne utes. This means that our utes can carry a maximum of 1000kg – so you can carry a load of 1000kg.
- It is the **hirer's responsibility** to ensure vehicle is not overloaded. Please ensure that you check your weights before loading them into the ute, as it is very easy to reach 1 tonne.
- Our Ute load guide can assist you with load placement and load securing.

Q: I hired a vehicle on the weekend, why haven't I received my deposit back?

This is a common problem.

- When returning the vehicle to the store, you should have received a register receipt showing your refund amount and any additional charges that were applicable (eg kms). This means the refund has been processed through the register (the money has been deducted from their bank account) and it is up to the bank to refund the money back into your account. This can take between 3 – 5 working days.
- If you did not get a receipt from the store, please contact the store to get your receipt.
- If you have your receipt and have any queries about this, please contact your bank.

Q: Do you provide ropes or straps so I can secure my load?

- We do not supply straps or ropes for customers to use to tie down their loads.
- Team Members at the store can assist you with choosing and purchasing the correct tie down solution for your load requirements.
- Please also keep in mind that each state has their own laws and regulations about the use of tie downs / ropes / cargo nets, so please ensure you have checked what your state tie down requirement is.
- We have also drawn up **Ute Loading Guidelines** and **Van Loading Guidelines** to assist with load restrictions, load placement and also tie down suggestions, however the responsibility will always remain on the driver to ensure their load is correctly secured at all times.

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Q: Why does the deposit amount have to be paid by credit card?

- Bunnings are unable to hold money on a credit card for the deposit, as such the money needs to be taken off the credit card (as a purchase) and then be refunded back to the credit card at completion of hire provided the vehicle has been returned undamaged and in a clean and presentable condition and in accordance to the terms and condition of hire.
- Part of our insurance requirements to ensure that the vehicle is insured whilst you are driving it (or towing for a trailer) is that the credit card provided at the time of hire is a valid credit card, and that we have secured a deposit from the hirer in case of any damage that may arise during the use of the vehicle. As such, we are not able to take cash deposits as it would void the terms of insurance.
- Our online booking register sends the credit card details to eWay (a secure gateway) and once verified obscures the credit card number. This means that once the details are entered the card number is not visible to anyone accessing the bookings register.
- For more information please see the fine print.

Q: I'm on my P plates, can I hire one of your vehicles?

- We have age restrictions on the age of people hiring our vehicles due to restrictions imposed on us by our insurance company.
- To hire our Utes and Trailers, you must be aged between **21 years and 85 years of age**.
- You will also need to hold a full unrestricted drivers license, which means no provisional licenses (P plates), learners permits (L plates) or extraordinary licenses (E Plates), regardless of age.
- More information on hiring restrictions can be found by reading our full terms and conditions.