



Terms & Conditions

1. About these terms

These Terms and Conditions apply to your use of <https://www.aussiecustomtrailers.com.au/> and to all quotes, orders and sales of trailers, parts and services by Aussie Custom Trailers (ABN 35 208 299 733), trading as Aussie Custom Trailers ("we", "us", "our"). By placing an order or using our website you agree to these terms.

2. Quotes & orders

Quotes are valid for 14 days from the date issued and are subject to change if specifications, materials or supplier prices change. An order is accepted only when we confirm it in writing and receive the required deposit. A deposit of 50% of the total price is required to secure your order. A 14-day non-refundable deposit applies to all orders. This applies even if a document (such as a quote or invoice) has not been signed. Custom trailers are built to the specification you approve in writing.

3. Pricing & payment

Prices are in Australian dollars and include GST. The balance is payable before the trailer is collected or delivered. Bank transfer only. Ownership of the trailer does not pass to you until we have received full payment in cleared funds. We may charge interest and recover reasonable collection costs on overdue amounts.

4. Custom design & variations

Changes to an approved design can only be requested before fabrication begins and before the invoice is sent. Variations may change the price and build time and will be confirmed in writing before work proceeds. Minor differences in finish, colour and fittings due to supplier availability or manufacturing tolerances are not defects.

5. Build time

The estimated build time is 4-5 weeks once the deposit has cleared in our bank account. This is an estimate only. We are not liable for delays caused by supplier shortages, weather, freight, changes requested by you or other events outside our reasonable control.

6. Collection & delivery

We will notify you when your trailer is ready. Trailers must be collected from our premises at 2/31 Mayne Avenue, Hastings VIC 3915. We will store the completed trailer free of charge for 7 days after notice; after that, storage fees may apply. Please inspect the trailer on collection or delivery and tell us of any visible damage or defects straight away.

7. Registration & compliance

Registration is done on site. Please pay a fee of \$180 and you will be issued with a 12-month registration. Please note that a Victorian address is required. You are responsible for registering the trailer and meeting all roadworthy, licensing, load and towing requirements in your state or territory, including that your tow vehicle is suitable for the trailer and its Aggregate Trailer Mass (ATM). We build to applicable Australian standards and will supply the compliance documentation required for registration.

8. Warranty & consumer guarantees

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for other reasonably foreseeable loss or damage, and to have goods repaired or replaced if they fail to be of acceptable quality. In addition, we warrant our workmanship for 12 months from the date of collection or delivery. Warranty does not cover fair wear and tear, overloading, misuse, accident damage, modification by others, lack of maintenance, or third-party components covered by their manufacturer's warranty (e.g. tyres, bearings, brakes, lights). To make a claim, contact us at aussiecustomtrailers@gmail.com with proof of purchase and photos.

9. Limitation of liability

To the extent permitted by law, our liability for breach of any non-excludable guarantee is limited, at our choice, to resupplying the goods or services or paying the cost of doing so. Subject to that, we are not liable for indirect or consequential loss, including loss of income, or for damage to cargo, vehicles or property resulting from the use of a trailer. You are responsible for loading, securing and operating the trailer safely.

10. Website use & intellectual property

All content on <https://www.aussiecustomtrailers.com.au/>, including text, images, logos and designs, belongs to us or our licensors and may not be copied or used without our written permission. We try to keep website information accurate, but photos, specifications and prices are a guide only and may change without notice. Our website may link to third-party sites that we do not control.

11. Privacy

We collect personal information, such as your name, contact details and order details, to provide quotes, build and deliver trailers, process payments and communicate with you. We handle personal information in line with the Privacy Act 1988 (Cth) and do not sell it. We may share it with suppliers, freight and payment providers as needed to fulfil your order. You can ask to access or correct your information by contacting us.

12. Governing law

These terms are governed by the laws of Victoria, Australia. You and we submit to the non-exclusive jurisdiction of the courts of Victoria.

13. Contact us

Aussie Custom Trailers — aussiecustomtrailers@gmail.com — 0402 741354 — 2/31 Mayne Avenue, Hastings VIC 3915.