

Q: Is my car insured during transport?

A: Yes, we provide insurance coverage for your vehicle during the entire collection and delivery process.

Q: Can I track my car during delivery?

A: Yes, we offer real-time tracking, so you can monitor your vehicle's progress throughout its journey.

Q: How much does car delivery cost?

A: Pricing depends on various factors such as distance, vehicle size, and transportation method. Use our instant quote calculator to estimate your collection and delivery cost. We collect and deliver vehicles from UK mainland wide, regardless of the number of vehicles you need to be transported. Simply call us for a quote.

Q: How do I prepare my car for collection and delivery?

A: Ensure your vehicle is clean, remove personal items, and leave only a quarter tank of fuel. Provide a spare set of keys, if available, and disable any car alarms.

Q: Can I have an inoperable vehicle collected and delivered?

A: Yes, we can accommodate non-running vehicles for collection and delivery, although additional charges may apply.

Q: What happens if my car breaks down during delivery?

A: If breakdown cover is not in place, a fee of £100+VAT or £1.60 per mile +VAT (whichever is higher) will be charged to transport the vehicle to its destination. Costs for parts/lubricants needed for the breakdown are also chargeable to the customer.

Q: How do I schedule a car collection and delivery?

A: You can schedule a collection and delivery by requesting a quote on our website or contacting our customer service team.

Q: Do you offer door-to-door service?

A: Yes, we provide convenient door-to-door service, ensuring your vehicle is collected and delivered directly to your desired location.

Q: What is your typical timeframe for collection and delivery?

A: Our goal is to provide efficient car delivery services, with a typical collection and delivery time between 24 to 48 hours, depending on the distance and specific transportation requirements.

Q: What types of vehicles can you transport?

A: We can transport various vehicles, including cars and vans.

Q: Do you provide enclosed transport options?

A: Yes, we offer both open and enclosed transport options depending on your preference and the level of protection required for your vehicle.

Q: Can I transport a vehicle with a full tank of fuel?

A: Yes, you can transport a vehicle with a full tank of fuel.

Q: How can I ensure a smooth collection and delivery process?

A: To ensure a smooth process, provide accurate information about your vehicle, location, and desired delivery date. Prepare your vehicle as instructed and be available to hand over the keys to the driver at the scheduled collection time.

Q: Do you offer international car delivery services?

A: We primarily focus on domestic car deliveries within the UK. However, please contact us to discuss your international vehicle transport requirements, as we may be able to assist or provide recommendations.

Q: How do you handle weather-related challenges during vehicle transport?

A: Our drivers are experienced in handling various weather conditions and will adjust their driving and route planning accordingly. Our enclosed transport option provides additional protection from the elements during harsh weather.

Q: What happens if there is damage to my vehicle during transport?

A: In the rare event of damage during transport, our insurance will cover the costs, subject to the policy terms and conditions. Please inspect your vehicle upon delivery and report any damages to our customer service team immediately.

Q: Can I cancel or modify my booking after confirmation?

A: You can modify or cancel your booking up to 24 hours before the scheduled collection time. However, changes made within 24 hours may incur additional fees. Please contact our customer service team to discuss your specific situation.

Q: Do you provide any discounts for repeat customers or multiple vehicle deliveries?

A: Yes, we offer special discounts and promotions for repeat customers and those requiring multiple vehicle deliveries. Please contact our customer service team to learn more about our current offers.

Q: Do you offer multiple vehicle collection and delivery services?

A: Yes, we can accommodate multiple vehicle collections and deliveries. Please provide the necessary details for each vehicle and the desired locations, and we will coordinate the logistics accordingly. Contact our customer service team for a tailored quote based on your requirements.