



Get Routed – Terms & Conditions (All Shipments)

ABN 82 687 526 174

These Terms and Conditions apply to all bookings made with Get Routed Pty Ltd (“Get Routed”, “we”, “our”, “us”). By placing a booking, paying a deposit, or using our services, you agree to the following:

1. Bookings & Order Acceptance

- 1.1 Bookings will be confirmed by Get Routed within 2 business days of receiving the booking form and deposit.
- 1.2 Get Routed reserves the right to refuse or cancel any booking at its discretion, including where incorrect or incomplete information has been provided.
- 1.3 We may require additional verification before accepting a booking.
- 1.4 Bookings normally close 6 weeks prior to departure (4 weeks for New Zealand shipments). Late bookings may not be possible (unless there is a cancellation).

2. Payments & Deposits

- 2.1 A non-refundable deposit is required at the time of booking. Deposit amounts vary by shipment and are specified in the trip information sheet.
- 2.2 The balance of payment is due one month prior to the scheduled packing date. Invoices are issued at least 6–8 weeks before packing.
- 2.3 Payments must be made by credit card or bank transfer to the account details provided on your invoice, using your name or invoice number as the payment reference.
- 2.4 For one-way shipments, full payment is required at the time of booking.
- 2.5 Payments are accepted in Australian Dollars (AUD) unless otherwise stated. Some local charges (e.g. storage fees) may be payable in local currency.

3. Cancellations & Refunds

- 3.1 Deposits are non-refundable but may, at Get Routed’s discretion, be rolled over to a future shipment or refunded if a replacement rider is provided.
- 3.2 No refunds are provided for unused services, late cancellation, no-shows, or if a rider chooses not to travel.
- 3.3 If a shipment is cancelled by Get Routed (e.g. insufficient numbers), deposits and payments already made may be transferred to another shipment or will be refunded.

4. Delivery & Acceptance of Delivery

- 4.1 The delivery times provided are estimates only and may be affected by factors outside our control (including shipping lines, customs, quarantine, weather, strikes, political events, or global disruptions).

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4.2 Upon collection at the destination depot, you are responsible for inspecting your motorcycle. Any damage or discrepancies must be reported to Get Routed within 5 working days. Failure to notify within this period will be deemed acceptance of delivery in its condition. Get Routed does not provide insurance for your motorcycle. It is your responsibility to arrange appropriate insurance cover with your chosen insurer. Any claims for damage, loss, or discrepancies must be made directly with your insurance company.

5. Outbound & Return Shipments

- 5.1 All shipments (outbound and return) require a minimum of 10 motorcycles per container.
- 5.2 If numbers are insufficient for any depot (outbound or return), motorcycles may be sent or returned to a different depot (Brisbane, Sydney or Melbourne). Get Routed will endeavour to limit any change of depot to within one state of the original departure or destination. Depot changes do not entitle riders to refunds, compensation, or other claims.
- 5.3 Riders will be advised if their departure depot is not available and may either transport their motorcycle to the revised depot themselves or request assistance from Get Routed to arrange freight at the rider's cost. Riders are responsible for collecting their motorcycle from the allocated return depot or arranging onward transport. Get Routed can assist in arranging freight at the rider's cost.

6. Packing & Preparation

- 6.1 All bikes must be prepared in line with the Bike Shipping Preparation Checklist.
- 6.2 Riders must provide accurate bike length and measurements. If the bike is found to fall into a higher category than declared (e.g. long bike, trike), the additional cost must be paid before the bike is shipped. Bikes will not be loaded until the correct amount is received.
- 6.3 Fuel tanks must contain less than 2 litres of fuel. Batteries must be disconnected and terminals taped.
- 6.4 Bikes, panniers and gear must be spotlessly clean to meet quarantine requirements. Costs for additional cleaning, fines, or destroyed items are the rider's responsibility.
- 6.5 Get Routed reserves the right to refuse bikes that do not meet these standards.
- 6.6 Hi-Vis vests must be worn by all riders entering depots during delivery or collection.

7. Luggage & Panniers

- 7.1 Riders may ship up to three panniers or top boxes per bike, which must be unlocked, labelled with name and registration, and packed dry.
- 7.2 Approved personal effects such as boots, jackets, helmets, tools and maps may be shipped in panniers. Clothing, tents, food or unapproved items are not permitted.
- 7.3 Additional empty suitcases or bags may be left at the destination depot, clearly labelled.
- 7.4 Get Routed does not accept liability for loss or damage to luggage or panniers.



8. Insurance

- 8.1 Shipping fees do not include insurance.
- 8.2 Riders are strongly encouraged to obtain container/marine insurance and travel insurance. A recommended broker is provided in the trip information.
- 8.3 Some destinations also require local road insurance; these requirements are detailed in the trip one-pager.

9. Drop Offs, Collection & Storage

- 9.1 Bikes must be delivered to the Australian depot on the nominated packing date. You may be able to drop your bike off earlier if pre-arranged with Get Routed.
- 9.2 Bikes must be collected at the destination depot on the nominated date and time. The first 3 days are free; storage fees apply thereafter and are payable directly to the depot.
- 9.3 Storage must be pre-arranged if you cannot collect your bike on time.

10. Liability & Rider Responsibility

Get Routed takes all reasonable care in handling bikes but accepts no liability for:

- 10.1 Damage to bikes, panniers, or gear during transport or storage.
- 10.2 Delays or disruptions caused by shipping lines, customs, quarantine, strikes, weather, war, political events, or other events beyond our control.
- 10.3 Consequential losses including flights, accommodation, missed events or personal costs.
Riders remain responsible for ensuring valid passports, licences, registration, permits, visas and travel documentation.
Riders are strictly prohibited from shipping illegal substances or prohibited items. If such items are found, Get Routed will cooperate fully with authorities and all liability rests with the rider.
Riders are responsible for ensuring all information provided is true and accurate, and for any costs, penalties or liability arising from false declarations, undeclared items, or breaches of customs or quarantine requirements.

11. Privacy

- 11.1 Get Routed handles personal information in accordance with our published Privacy Policy (effective from 1 August 2024). A copy is available on our website.

12. Warranties

- 12.1 No warranties are provided by Get Routed. Any warranties remain those of the motorcycle manufacturer (if applicable).



13. Pricing, Errors & External Events

- 13.1 Prices may change from time to time, including as a result of freight surcharges, exchange rate movements, or other factors outside our control. While we do our best to keep pricing stable, significant changes may require us to adjust your booking price. Duties, taxes, or other charges imposed by destination countries are not included and are the rider's responsibility.
- 13.2 If a pricing or information error occurs, Get Routed reserves the right to correct the error and cancel or amend any affected booking. We'll notify you as soon as possible if this affects your booking.
- 13.3 International shipping can be affected by circumstances outside our control — including but not limited to weather, industrial action, political events, or global disruptions. These may cause delays, changes to schedules, or additional costs. Get Routed will always endeavour to minimise the impact, but cannot be held liable for such disruptions or for consequential costs (including but not limited to flights or accommodation).

14. Copyright & Intellectual Property

- 14.1 All website content, documents and materials provided by Get Routed are the property of Get Routed Pty Ltd.
- 14.2 They may not be copied, reproduced, or distributed without written permission.

15. Links to Third-Party Sites

- 15.1 Any links to external websites are provided for convenience only. Get Routed is not responsible for the content or operation of those sites.

16. Governing Law

- 16.1 These Terms & Conditions are governed by the laws of Victoria, Australia, and you submit to the jurisdiction of the courts of Victoria.