

Lifted Hire

Cancellation and Refund Policy

Last updated: June 2026

1. Purpose

This policy governs all equipment hire bookings made with Lifted Hire, including scissor lift hire, elevated work platform (EWP) hire, scaffold hire, and any associated equipment. Please read this policy before confirming a booking.

2. Bookings

All hire bookings are subject to availability and are confirmed only upon receipt of a written confirmation from Lifted Hire. A booking confirmation is required before equipment is reserved. Verbal enquiries do not constitute a booking.

3. Cancellations

3.1 Notice Requirements

The following cancellation notice periods apply:

- Cancellations with more than 48 hours' notice: No charge.
- Cancellations with 24 to 48 hours' notice: 25% of the quoted hire fee.
- Cancellations with less than 24 hours' notice: 50% of the quoted hire fee.
- No-show or cancellation after equipment deployment: 100% of the quoted hire fee.

Cancellations must be made in writing to: info@liftedhire.com.au

3.2 Rescheduling

Bookings may be rescheduled with a minimum of 24 hours' notice at no additional cost. Rescheduling requests with less than 24 hours' notice may incur an administration fee of \$50. Equipment availability for rescheduled dates is not guaranteed.

4. Hire Period

The hire fee covers the agreed hire period specified in the booking confirmation. Equipment must be vacated and made available for collection at the end of the agreed hire period. Extensions to the hire period must be agreed in writing before the original period expires. Unauthorised extension of the hire period will be charged at the applicable day rate.

5. Equipment Damage and Loss

The hirer is responsible for any damage to equipment occurring during the hire period beyond fair wear and tear. In the event of damage or loss, the hirer will be charged for repair or replacement costs at Lifted Hire's discretion. The hirer must inspect equipment at the time of delivery and report any pre-existing damage in writing before use commences. Failure to report pre-existing damage may result in the hirer being held responsible for such damage.

6. Refunds

6.1 Australian Consumer Law

All hire services provided by Lifted Hire are covered by the Australian Consumer Law (ACL). Clients are entitled to a remedy where:

- a. equipment is not fit for the purpose agreed;
- b. equipment is not in acceptable working condition; or
- c. services are not delivered with due care and skill.

6.2 No Refunds for Change of Mind

Refunds are not available for change of mind once the hire period has commenced or equipment has been deployed.

6.3 Processing

Approved refunds or credits will be processed within 7 business days.

7. Exceptional Circumstances

In the event of a genuine emergency or unforeseen circumstance preventing the hirer from taking delivery of equipment, Lifted Hire will consider waiving or reducing cancellation fees at its discretion. Please contact us as soon as possible.

8. Weather and Site Conditions

Scissor lifts and elevated work platforms must not be operated in high winds or adverse weather conditions. If Lifted Hire determines site conditions are unsafe for equipment deployment or operation, we reserve the right to delay or reschedule the hire without penalty. If the hirer's site becomes inaccessible due to conditions within the hirer's control, standard cancellation fees apply.

9. Outstanding Fees

Outstanding hire fees must be paid within 7 business days of invoice. Lifted Hire reserves the right to withhold future equipment hire until outstanding accounts are cleared.

10. Governing Law

This policy is governed by the laws of Queensland, Australia. Disputes are subject to the exclusive jurisdiction of the courts of Queensland, Australia.

11. Contact Us

Lifted Hire

Email: info@liftedhire.com.au

Phone: [Phone Number]

Address: Boat Works, Coomera, Queensland 4209, Australia

Website: www.liftedhire.com.au