



Dream Car Rental Pty Ltd

Terms and Conditions of Rental

Version 1.3 (Effective Date: August 11, 2026)

Dream Car Rental Pty Ltd
ABN: 37 666 542 927
www.dreamcarrental.au

Dream Car Rental Terms and Conditions

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This Agreement is entered into by "Dream Car Rental Pty Ltd" ("We", "Us") ABN: 37 666 542 927 and the hirer(s) ("You", "Renter") listed on the Booking Summary. We agree to rent to you the vehicle, for the period specified on the Booking Summary, on the terms set out in the Dream Car Rental Terms & Conditions, Dream Car Rental Conditions of Rental and any other accompanying Terms & Conditions provided at the time of hire. The Booking Summary, Dream Car Rental Terms & Conditions and Dream Car Rental Privacy Policy are collectively referred to as the Rental Agreement.

1. Vehicle Condition

1.1 You acknowledge the vehicle is delivered to you in good operating condition, in a clean and tidy condition and with the seal of the odometer unbroken. You agree to return the vehicle in the same condition (except for ordinary wear and tear; ordinary wear and tear does not include windscreen or tyre damage).

1.2 The vehicle must be returned together with all tools, tyres, accessories, and equipment.

1.3 Maintaining tyre pressure, water and oil levels is your responsibility. You must check the oil and water daily and immediately report any defect to our office.

1.4 Should any malfunction of the vehicle occur, including any sign of overheating, you must stop the vehicle immediately and notify our office.

2. Vehicle Return

You must return the vehicle to us:

2.1 With a full tank of fuel unless prior arrangements have been made.

2.2 To the location and on the date & time specified on the booking summary. If the vehicle is returned to a location or at a time that does not align with the agreed terms, you will be responsible for the vehicle's condition until an authorised representative is able to take possession of the vehicle within operating hours.

2.3 With the seal of the odometer intact. Should the odometer seal be broken or tampered with, you will be liable for any repair costs.

We reserve the right to take immediate possession of the vehicle if any of the following occur:

2.4 The vehicle has been reported to authorities.

2.5 The vehicle is illegally parked.

2.6 The vehicle is, or we have sufficient reason to believe, being used in violation of any terms laid out in this Agreement and/or the law.

3. Payment

3.1 Prior to the commencement of your rental period, you must provide a valid credit or debit card acceptable to Dream Car Rental to secure and pay any amounts due under this Rental Agreement. Dream Car Rental may require payment by a valid credit card for selected vehicles or rental types. The card provided must be in your name and have sufficient available funds or credit to cover any charges you may incur.

3.2 Joint hirers and all drivers (authorised or unauthorised) are jointly and severally responsible for the total amount incurred under this Rental Agreement.

3.3 Card payment fees apply and will vary depending on the type of card used.

You agree to pay Dream Car Rental and authorise us to charge your provided payment method for:

3.4 All rental charges including any additional charges for exceeding the kilometre allowance.

3.5 All Additional Fees & Charges incurred in your rental period.

3.6 Any amount owed for vehicle loss or damage, in accordance with the Damage Policy section.

3.7 All other amounts payable under this Rental Agreement.

4. Security Deposit

4.1 At the time of rental, in addition to paying the estimated rental charges, you are required to pay, or have a pre-authorised hold placed on your card as security for any additional fees or charges that may be incurred throughout the rental period. We may also refer to the Security Deposit as "Security Bond" and/or "Reservation Bond".

4.2 The security deposit/pre-authorised hold will be refunded/released upon conclusion of the rental, subject to and in accordance with this Rental Agreement.

4.3 The amount charged for the security deposit is determined at the time of booking and is listed on your booking summary.

4.4 The amount charged for the security deposit varies depending on vehicle category, driver age and pickup location.

4.5 In the event the rental vehicle is returned with new damages, or if the renter has failed to pay any outstanding charges (including charges for fuel and kilometres), the security deposit will be held and used to cover repairs and/or cover any outstanding charges, up to the full reservation bond value.

4.6 In the event of an accident or damage to the vehicle, the bond may be applied toward the applicable Damage Waiver Excess payable by the hirer. If the bond amount is less than the total excess, the hirer remains liable for the balance. Any unused portion of the bond will be refunded once the vehicle has been inspected and all related costs have been finalised.

4.7 Any security deposit refund that may be applicable to you must be refunded to the same account or payment method used at the time of booking, unless otherwise authorised by you and approved by Dream Car Rental.

- Note: It may take up to 7 business days for your financial institution to process the refund of your security deposit and the amount of time it may take is not within Dream Car Rental's control.

5. Additional Fees & Charges

You agree to pay Dream Car Rental for the below charges when applicable:

5.1 Cleaning Fee: You are expected to return the rental vehicle in a reasonably clean condition. If the vehicle requires excessive cleaning beyond normal wear and tear, you will be charged a cleaning fee of up to \$500.

5.2 Fuel Costs: You shall receive the rental vehicle with a full tank of fuel and are responsible for returning the vehicle with the same fuel level. If the rental vehicle is returned with less fuel, you will be charged \$3 per litre for refuelling.

5.3 Lost/Replacement Key Fee: In the event you lose the key to the vehicle, or the key is damaged beyond repair while under your control, you will be charged \$750 for a standard range vehicle and \$1250 for a prestige or luxury range vehicle.

5.4 Cancellation Fee: In the event you cancel your booking with us less than 48 hours prior to the rental start date and time specified on the booking summary, you will be charged a cancellation fee of \$75.

5.5 Fines/Infringements Fee: You will be charged a \$75 processing fee for any fine or infringement arising from the use of the rental vehicle within your rental period.

5.6 Impound/Towing Fee: You will be charged an admin fee of \$125 if the rental vehicle is impounded or towed.

5.7 Roadside Assistance Fee: In the event of a roadside assistance call out where you are at fault, you will be charged a fee of \$150.

5.8 Excess Kilometres: If you exceed the kilometre limit stated on your booking summary, you will be charged \$0.50 per kilometre for every excess kilometre travelled.

5.9 Area of Use Breach Fee: You will be charged a fee of \$200 if you drive the vehicle outside of the allowed area of use.

5.10 Breach Fee: If the hirer breaches any term or condition of this Agreement, a breach fee of \$500 will apply, in addition to any other costs or liabilities resulting from the breach.

6. Fines, Infringements & Tolls

6.1 You are responsible for all fines, infringements, penalties, and court costs arising from the use of the vehicle during your rental period. This includes, but is not limited to, fines for speeding, parking violations and toll violations. You are also responsible for any administrative fees that Dream Car Rental Pty Ltd may incur in the processing of these fines.

6.2 If we are required to nominate you for any fines or infringements arising from your rental period, you will be charged a processing fee of \$75.

6.3 If we pay any fines or infringements on your behalf, you will be required to reimburse us for the full amount of the fine, plus a processing fee of \$75.

6.4 You are also responsible for any damage or loss caused by a fine or infringement. For example, if you are issued a parking ticket for parking in a restricted area, and the vehicle is towed as a result, you will be responsible for the towing and storage fees.

7. Damage Policy

7.1 In the event that the vehicle and/or any accessories supplied by Dream Car Rental, including vehicle keys and child restraints, are lost, damaged or stolen during the Rental Period:

- I. You will be liable for loss of or damage to the vehicle in accordance with the Damage Liability and Cover provisions in Section 8.
- II. Where an applicable Damage Waiver applies, your liability for loss of or damage to the vehicle will be limited to the applicable Damage Waiver Excess stated in the Booking Summary. The Damage Waiver Excess applies only to loss of or damage to the vehicle. Reasonable towing, storage and recovery costs, and reasonable loss of rental income directly resulting from the incident, may be payable separately in addition to the Damage Waiver Excess.
- III. You will be liable for the reasonable cost of cleaning, repairing or replacing any lost, damaged or stolen accessory. Damage Waivers and Damage Waiver Excesses applying to the vehicle do not apply to accessories unless expressly stated otherwise. This does not apply where a specific fee or charge for the accessory is stated elsewhere in this Agreement.

Your liability may include:

- a. All loss of or damage to the vehicle or supplied accessory.
- b. Loss of rental income relating to the vehicle.
- c. Towing, storage and recovery fees.
- d. Any other reasonable loss or expense directly relating to the incident.

7.2 Dream Car Rental is liable only for loss or damage to the vehicle that is our fault. This includes:

- I. Damage or loss due to our negligence or wilful default.
- II. Damage or loss due to poor vehicle maintenance on our part.

8. Damage Liability & Cover Options

8.1 Damage Waiver Overview: Dream Car Rental offers Damage Waiver options to reduce your financial liability if the rental vehicle is lost, stolen or damaged during the Rental Period. These waivers are not insurance and are subject to the exclusions in Clause 8.6.

Damage Waivers apply only to the rental vehicle. They do not apply to accessories, optional equipment, personal property or third-party loss unless expressly stated otherwise.

8.2 Standard Damage Waiver (Included with All Rentals): All rentals automatically include Standard Damage Waiver (SDW). This limits your financial liability for loss of or damage to the rental vehicle, provided you have complied with this Agreement and no exclusion under Clause 8.6 applies.

If the SDW applies, your liability is limited to the applicable Standard Damage Waiver Excess stated in the Booking Summary. The SDW covers most accidental damage to the rental vehicle, including:

- I. Collisions with other moving vehicles.
- II. Minor incidental damage consistent with normal on-road use.

Third-party loss is addressed separately under Clauses 8.7 to 8.10.

8.3 Standard Damage Waiver Excess Amounts: If the SDW applies, your liability for loss of or damage to the rental vehicle is limited to:

- I. Standard Range Vehicles: AUD \$3,500.00
- II. Prestige Range Vehicles: AUD \$5,000.00
- III. Luxury Range Vehicles: AUD \$10,000.00

Dream Car Rental may, at its discretion, reduce this liability where exceptional circumstances exist.

8.4 Premium Damage Waiver (Optional Upgrade): You may purchase a Premium Damage Waiver (PDW) at the time of booking or vehicle collection. The PDW reduces the Damage Waiver Excess payable for loss of or damage to the rental vehicle, subject to Clause 8.6. Where the PDW has been purchased and applies, your liability is limited to the reduced excess stated in the Booking Summary. If the PDW is not stated in the Booking Summary, the SDW and applicable excess under Clause 8.3 apply. The PDW does not apply where the loss or damage arises from a breach of this Agreement or where an exclusion under Clause 8.6 applies.

8.5 Tyre, Rim & Glass Cover: You may purchase optional Tyre, Rim & Glass Cover at the start of hire. This cover reduces your liability for accidental damage to tyres, rims, hubcaps, windscreens, windows and mirrors during normal on-road use. This cover does not apply to damage caused by negligence, misuse, off-road use or a breach of this Agreement. If the cover was not purchased or does not apply, you are responsible for the reasonable repair or replacement cost.

8.6 Cover Exclusions: The Damage Waivers described in Clauses 8.2 to 8.4 do not apply, and you will be responsible for the full cost of loss, repair, replacement and associated expenses where the loss or damage arises from:

- I. Unauthorised or Prohibited Use - A breach of this Agreement or any unauthorised or prohibited use of the vehicle.
- II. Tyre, Rim & Glass Damage - Damage to tyres, rims, hubcaps, windscreens, windows or mirrors, unless applicable Tyre, Rim & Glass Cover has been purchased.
- III. Roof or Overhead Damage - Damage caused by driving under or into an object lower than the vehicle's roof height where no other moving vehicle is involved.
- IV. Underbody or Suspension Damage - Damage to the underbody or suspension where no other moving vehicle is involved.
- V. Single Vehicle Accidents - An incident involving only the rental vehicle and no other moving vehicle. Dream Car Rental may reduce this liability where exceptional circumstances exist, including unavoidable animal strikes or proven mechanical faults not caused by misuse.
- VI. Impact with Stationary Objects - Including posts, poles, trees, kerbs, gutters, buildings, parked vehicles, fences, road barriers or any other stationary object.
- VII. Water Damage - The vehicle being partially or totally immersed in water, regardless of cause.
- VIII. Theft - Theft or attempted theft where the vehicle was left unlocked or unsecured, or the keys were not kept secure.
- IX. Interior Damage - Damage to the interior of the vehicle where no other moving vehicle is involved.
- X. Personal Property - Loss of or damage to personal property belonging to you or any passenger.
- XI. Family or Household Property - Damage to property belonging to you, an immediate family member, a related person or a person residing at your premises.
- XII. Incorrect Fuel - Loss or damage arising from the use of an incorrect fuel type.
- XIII. Intentional or Reckless Damage - Damage caused intentionally, deliberately or recklessly by you, any authorised or unauthorised driver, or any passenger.
- XIV. Extreme or Severe Weather - Damage caused by hail, storm, flood or other extreme or severe weather.
- XV. Off-Road Use - Damage occurring while the vehicle is driven off sealed public roads or on terrain unsuitable for normal road vehicles.

8.7 Third-Party Loss - Customer Liability: You are responsible for loss, damage or injury caused to another person, vehicle or property to the extent that you or any driver of the rental vehicle are legally liable. Damage Waivers applying to the rental vehicle do not provide third-party insurance or limit your legal liability for third-party loss.

8.8 Third-Party Claims: Dream Car Rental may refer a third-party claim directly to you or the driver, refer the claim to its insurer, or investigate, defend or settle the claim. You must provide all information and reasonable assistance required in relation to the claim. If Dream Car Rental pays or incurs an amount for which you or the driver are legally liable, you must reimburse Dream Car Rental for that amount and any reasonable associated costs, except to the extent already covered by insurance or recovered from another party.

8.9 Damage Waiver Excess and Recovery: Where an incident involving another vehicle or party causes loss of or damage to the rental vehicle, you must pay the applicable Damage Waiver Excess when requested, regardless of any preliminary determination of fault. The Damage Waiver Excess applies only to loss of or damage to the rental vehicle and does not determine liability for third-party loss. If Dream Car Rental later recovers all or part of its loss from another responsible party or their insurer, the corresponding portion of the excess will be refunded, less any reasonable unrecovered costs or recovery expenses.

8.10 Uninsured, Unidentified or Uncontactable Third Parties: If another party is uninsured, unidentified, uncontactable or recovery from that party is unsuccessful, you remain liable for loss of or damage to the rental vehicle up to the applicable Damage Waiver Excess, provided the Damage Waiver applies. This clause applies only to Dream Car Rental's loss relating to the rental vehicle. It does not make you liable for another party's loss where you or the driver were not legally responsible.

9. Accidents

9.1 If you are involved in an accident or the vehicle is stolen during the rental period, you agree to cooperate with Dream Car Rental throughout any immediate or subsequent investigations. Failure to cooperate will be a breach of this Agreement.

In the event of an accident, regardless of the fault and severity, you must:

9.2 Report the accident to Dream Car Rental as soon as reasonably possible and no later than six (6) hours after the accident occurs. Failure to report an accident is a breach of this Agreement and will result in additional charges.

9.3 Report the accident to the police if any person is injured or any property is damaged as a result of the accident.

9.4 Complete an accident report regardless of fault or severity. Accident reports can be found on our website, or a hard copy can be provided at any Dream Car Rental location.

9.5 Provide us with the driver's full name, address, contact information, insurance information and vehicle registration for all other vehicles involved in the accident. You are also required to provide a copy of the police report for the accident (if there is one created).

9.6 Provide us with pictures from the accident scene where damage to all vehicles involved is visible, only when it is safe to do so.

9.7 Not admit fault.

9.8 Not allow the vehicle to be towed without our permission unless in the event of emergency where towing is performed by emergency services.

- Note: Dream Car Rental preferred towing contact: Auto Tow - 08 9227 7635

10. Your Responsibilities

10.1 You are responsible for all loss of or damage to the vehicle, loss of use, third-party damage, legal expenses, debt collection fees, assessment fees, and towing, recovery and storage costs arising from a breach of this Agreement.

You must:

10.2 Ensure the vehicle is only operated by you or any other authorised driver.

10.3 Hold a current and valid Driver License that allows you to operate the type of vehicle (this applies to all authorised drivers).

- Note: All Renters must hold a full, unrestricted License. Provisional and Extraordinary licenses are not accepted.

10.4 Take all reasonable care of the vehicle, as per the Vehicle Use section.

10.5 Comply with all laws and regulations relating to the use of the vehicle.

10.6 Fully inspect the vehicle at the time of hire and report any discrepancy between the Vehicle Condition Report and the actual condition of the vehicle prior to leaving the hire location.

10.7 Provide us with the most up to date and accurate information relating to the use of the vehicle upon request.

You must never:

10.8 Allow the vehicle to be towed without our permission unless in the event of emergency where towing is performed by emergency services.

10.9 Provide us with information that you know to be false or misleading or withhold any relevant information from us.

10.10 Repair, modify or tamper with the vehicle without written authorisation from us.

10.11 Use the vehicle for commercial purposes or to carry any paying passengers this includes all rideshare and food delivery services, unless the vehicle is a commercial vehicle and you have written authorisation from us.

11. Our Responsibilities

11.1 We are responsible for providing a vehicle that is of acceptable quality and in good working order.

11.2 If the vehicle we provide breaks down during your rental period through no fault of yours or a third-party driver, or because of our negligence, we will either repair the vehicle as soon as possible or provide you with a replacement vehicle of similar size and standard.

11.3 Roadside assistance services are provided for any inherent mechanical faults to the vehicle during the rental period. This does not include any driver induced faults or errors.

Examples of driver induced faults and errors:

- I. A flat battery.
- II. Lost keys, vehicle card or fob.
- III. Retrieving keys that have been locked inside the vehicle.
- IV. Changing a wheel or tyre as a result of a flat tyre.
- V. Running out of fuel or charge.

12. Vehicle Use

During the rental period, you and any other additional drivers must:

12.1 Take all reasonable care of the vehicle, including to:

- I. Prevent any damage, theft or third-party loss.
- II. Protect the vehicle from severe weather.
- III. Ensure the vehicle is not overloaded with passengers or weight.

12.2 Comply with all applicable laws and regulations relating to the use of the vehicle.

12.3 Correctly observe and report to us any warning or fault indicators that may appear in the vehicle.

12.4 Keep the vehicle locked and secure when unattended and ensure the keys are always kept safe and under your control.

12.5 Only drive the vehicle within a 500km Radius from Perth CBD, limits include: Albany, Hopetoun, Hyden & Kalbarri.

- Note: A one-off fee of \$150 extends the allowable area of use to regional parts of WA, limits include: Esperance, Kalgoorlie & Exmouth.

13. Unauthorised & Prohibited Use of Vehicle

You and any other additional driver must never:

13.1 Allow the vehicle to be driven by a person who is not identified as a renter or additional driver on this Rental Agreement.

13.2 Take the vehicle offroad unless you have our prior written authority.

13.3 Use the vehicle in contravention or violation of the road and traffic laws of the state or territory of this Rental Agreement.

13.4 Smoke or Vape inside the vehicle.

13.5 Use the vehicle in a dangerous or unsafe manner or if there are visible faults or warning lights on the vehicle.

13.6 Operate the vehicle while under the influence of drugs and/or alcohol or while having a blood alcohol concentration exceeding that allowable by law in the state or territory of this Rental Agreement.

13.7 Use a mobile phone or handheld device while operating the vehicle.

13.8 Use the vehicle to carry any paying passengers or any flammable, corrosive, toxic or explosive materials.

13.9 Use the vehicle to carry any animals or pets.

13.10 Use the vehicle to tow or propel another vehicle, trailer, boat, or any other object unless you have our prior written authority.

13.11 Carry out or authorise any form of modification or repair to the vehicle.

14. Reservations, Extensions & Cancellations

14.1 Dream Car Rental's Right to Cancel or Amend Reservations: Dream Car Rental reserves the right to cancel, amend, or refuse any reservation at any time prior to vehicle collection, at its sole discretion. This may occur in circumstances including, but not limited to:

- I. Vehicle unavailability due to breakdown, maintenance, or operational reasons.
- II. Non-payment or invalid payment method.
- III. Incomplete, inaccurate, or false information provided at the time of booking.
- IV. Concerns regarding the renter's eligibility, licence validity, or intended use of the Vehicle.

14.2 If Dream Car Rental cancels a reservation prior to collection for reasons not related to a breach of this Agreement by the renter, any prepaid amounts will be refunded in full. If cancellation occurs due to the renter's breach, false information, or non-payment, no refund may be due.

14.3 Extensions: You may request an extension of the hire period beyond the date and time specified on the booking summary. To request an extension, you must notify our office at least 24 hours prior to the expiration date and time of the current rental period. We may approve or deny your request.

14.4 Cancellations: You may cancel this Agreement by informing our office at least 48 hours prior to the rental start date and time. If you cancel this Agreement less than 48 hours prior to the rental start date and time, a cancellation fee of \$75 will apply.

15. Additional Drivers

15.1 Additional fees will apply if you nominate an additional driver, additional drivers will be listed on the booking summary and are authorised to use the rental vehicle subject to the terms of this Agreement.

- We may also refer to an additional driver as an authorised driver.

15.2 You may add additional drivers to this Agreement by providing us with the following details.

- I. Full name
- II. Contact Details
- III. Copy of Driver License

15.3 Each additional driver must meet the following requirements:

- I. Be at least 18 years old
 - II. Hold a current and valid driver's licence that permits them to legally drive the type of vehicle being rented in Western Australia.
 - III. Where the driver's licence is not in English, provide any required English translation or supporting documentation.
- Note: All renters and additional drivers must hold a full, unrestricted driver's licence that is valid for use in Western Australia. Provisional, learner and extraordinary licences are not accepted.

15.4 The renter is responsible for ensuring any additional driver in control of the vehicle strictly complies with the terms laid out in this rental Agreement. The renter is responsible for any use of the vehicle by an additional driver.

16. Fuel

16.1 You must always use the correct type of fuel for the vehicle.

16.2 The vehicle must be returned with the same fuel level as at the commencement of the rental.

16.3 If the vehicle is returned with less fuel, you agree to be charged for refuelling at \$3 per litre, unless prior arrangements have been made.

16.4 You will be responsible for any damage to the vehicle caused by putting the incorrect fuel type in the vehicle and are liable for recovery costs and any other costs that may be incurred as a result.

17. Restricted Areas

17.1 The following areas are restricted. You are not permitted to drive our vehicle in these areas. Such action will be a breach of this Agreement.

- I. Outside of Western Australia.
- II. Beaches or sand dunes.
- III. Through streams or rivers.
- IV. Unsealed roads.
- V. Outside of the allowed area of use.

18. GPS Tracking

18.1 To maintain and protect the vehicle we may fit a GPS tracking system. The information collected by said system may be used both during and after the rental period. When you sign this Agreement, you are authorising the use of the GPS tracking system.

18.2 You shall not attempt to tamper with or remove the GPS tracking system, such action will be a breach of this Agreement.

19. Breach & Termination

19.1 Dream Car Rental reserves the right to terminate this Agreement and request immediate return of our vehicle by providing written or verbal notice if you or any driver (authorised or unauthorised) breach any of the terms laid out in this Agreement.

19.2 In the event we terminate your Rental Agreement due to a breach, you are liable for reasonable loss or expense arising from the breach or termination, including:

- I. Loss of or damage to our vehicle arising from the breach.
- II. Loss of rental income.
- III. Towing, storage and recovery fees.
- IV. All other reasonable losses or expenses arising from the breach or termination.

20. Governing Law

20.1 This Agreement shall be governed by and construed in accordance with the laws of the state in which the rental location is situated, any legal action arising out of or in connection with this Agreement shall be brought in the courts of the state.

21. Privacy

21.1 The Dream Car Rental Privacy Policy forms part of this Rental Agreement. A copy of the Privacy Policy can be found on our website, or a hard copy can be provided at any Dream Car Rental location.

21.2 By entering into this Agreement, you agree you have read and understand the Privacy Policy.

21.3 You consent to us collecting, using and disclosing your personal information in accordance with our Privacy Policy.

22. Contact List

Location(s):

Dream Car Rental Kewdale
128B Kewdale Road
KEWDALE WA 6105

Admin & Bookings:

Email: info@dreamcarrental.au

Phone: +61 8 6119 9999

WhatsApp: +61 432 437 152

Accounts:

accounts@dreamcarrental.au

Website:

www.dreamcarrental.au

Preferred Towing Contact:

Auto Tow: 08 9227 7635