

BULLETIN

Industry Divisions



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Uncollected Goods Update

Dear Members

This is to advise you that under the Australian Consumer Law and Fair-Trading Act 2012 section 4.2 – disposal of uncollected goods, where a customer has failed to pay for the work done and collect their vehicle a relevant charge can apply for storage.

The law states that a business can ask a person to pay the relevant charge before they collect or take delivery of their uncollected goods or vehicle. The relevant charge is usually the amount:

- repairs, cleaning, treatment or other work the business did on the vehicle or goods, or for transporting or storing them. If there is no agreement, this amount must be reasonable
- storing, maintaining or insuring the vehicle or goods until they were disposed of, from the date the business
- gave written notice of intention to dispose of them, or
- applied for a court order to dispose of them.

In most cases where a charge for storage is disputed as being unreasonable, the point of reference is usually VicRoads advertised storage rates to resolve the matter.

Just recently these charges have had a significant increase thanks to the lobbying efforts of VACC's Towing division. The new charges which came into effect on 2 July 2019 are listed for you below:

Storage type	Charge
Car - under cover	\$25.00
Car - in locked yard	\$16.90
Motorcycle - under cover	\$8.25
Motorcycle - in locked yard	\$5.30

Note: All the above charges include GST

You can access these rates from the VicRoads website by clicking [HERE](#).

The previous rates were \$17 under cover, \$11.50 locked yard, \$5.60 for motor cycle under cover and \$3.60 for motorcycle in locked yard.

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