

BULLETIN

ALL MEMBERS



Reference No: AM 13-17

Date issued: 02/05/2017

Do you have an uncollected vehicle in your workshop?

Members are reminded to contact VACC immediately if you encounter a scenario involving an uncollected vehicle or other goods.

Uncollected goods are items:

- That a person has temporarily left with a business, but has not returned to collect.
- That a person has not advised the business what to do with the goods.
- Where the customer cannot be contacted.
- Where the customer has not paid the outstanding balance within a reasonable amount of time.

A high percentage of phone calls received by VACC Industry Policy Advisors relate to customers leaving a vehicle with a business for an extended period. Unfortunately, in some cases, repairers are left with no way to recoup any of the monies owed. In an extreme example of this, a vehicle was sitting in a member's workshop for over six years. Although this seems excessive it appears to be the norm rather than the exception, especially when the customer cannot be contacted. When you consider the amount of valuable space a vehicle can occupy in a workshop, the impact to the bottom line can be devastating.

Under the Australian Consumer Law and the *Fair Trading Act 2012*, there are provisions that allow you to legally dispose of the vehicle. There are also provisions to help you recoup any of the associated relevant charges. These can include repairs, cleaning, treatment or other work performed on the vehicle or goods such as diagnosis, or for storing and transportation, provided these amounts are reasonable.

VACC recommends that customers be required to pay in total, all costs associated with repairs and storage before the goods or vehicle is released.

For a small fee, VACC can provide a Disposal of Uncollected Goods Kit. This kit provides members with all the documentation required to assist with the removal of an unwanted vehicle in your workshop. You can access this online via the [iStore](#) or by contacting VACC directly on 03 9829 1156.

For further assistance on this matter, please feel free to call me.

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