

## **Frequently Asked Question's**

### **Who are Straight Eight Logistics?**

Straight Eight Logistics offer a covered car transportation service for luxury, classic, vintage and specialist cars throughout the UK, Europe and wider world. With years' of experience and a trusted alliance of global partners, we have the knowledge and expertise to provide transport and shipment of your vehicle to your desired global location both securely, safely and on time.

### **What makes Straight Eight Logistics different from other transport companies?**

Straight Eight Logistics offer a bespoke service which is tailored to your specific needs and requirements and more importantly fits with your schedule. The company was founded following personal experience in arranging the covered car transportation of two classic cars to the Mediterranean and what materialised to be an evident gap in the market. With an abundance of haulage companies from which to choose from it was a relatively easy process to obtain quotes for enclosed car transportation. However, once a company had been selected the process became more laborious. The vehicles could only be collected at times set by the haulage company. With weekly and bi-weekly trips to Europe it materialised that the vehicles risked being stored in the UK following collection until a covered car transporter had been filled and was ready to go. Disheartened at the lack of service and disinterest in ensuring that the vehicles were to arrive in the Mediterranean in time for an event the only option that remained was to drive them there privately.

### **Do you offer open and enclosed transport?**

Straight Eight Logistics operate a fleet of fully covered and enclosed transporters ensuring complete protection from the elements and prying eyes. All our vehicles have been designed to specifically cater for the complex and highly specialised requirements in moving your vehicle, including low approach ramp angles for low slung supercars and winches for inoperable vehicles.

### **Do you have multi car transporters?**

Straight Eight Logistics are able to offer both single and multi-vehicle transport, with the capacity to move up to six vehicles per transporter.

### **Are you able to transport spares and accessories with my vehicle?**

Yes we are able to transport spares and accessories with your vehicle. Simply let us know what needs transporting and we can factor this in prior to collection.

### **Do you collect and deliver at weekends?**

Yes. We move the cars to your schedule, not ours.

### **Can I have the contact details of the driver?**

Absolutely. All of our drivers have company mobile phones which we are more than happy to provide the numbers for.

### **What happens if a vehicle is damaged in transit?**

All vehicles are subject to a detailed visual inspection prior to collection and after delivery.

### **Do you organise containerised shipping and ro-ro further afield?**

Straight Eight Logistics regularly arrange cars to be transported by air freight and containerised shipping to and from the following destinations: United States of America (USA), Canada, South America, the United Kingdom, Europe, South Africa, and the United Arab Emirates. However we offer our International car shipping services to any destination in the World.

### **Why should I use a logistics company to organise the shipping of my vehicle?**

It is possible to organise the shipping of your car yourself however as logistics companies get preferential shipping rates it often is not a saving and can have many pitfalls.

Straight Eight Logistics pride themselves on attention to detail; ensuring that every aspect of international classic car shipping is completed in full and correctly from the offset to avoid any difficulties later down the line. The office staff keep a vigilant eye on worldwide regulatory changes affecting the importation and exportation of luxury, classic and vintage cars in addition to factoring in local requirements. They can apply to Customs on your behalf for temporary import licenses, title clearance and complete all customs formalities for shipping from and to the UK.

### **Can you organise the paperwork for vehicle import and export in Non EU countries?**

Straight Eight Logistics can offer a full door-to-door service encompassing all the necessary paperwork related to importing and exporting in Non-EU countries. If you would like to discuss the shipment of your car overseas, please contact us directly and a member of our car shipping team will be happy to provide you with a quotation, and answer any questions/queries that you may have.

### **I need to store my vehicle short term, do you have storage facilities?**

We are able to offer both long and short term vehicle storage at our secure storage facility, which is easily accessible and ideally situated in the UK for the transportation of your car on the UK mainland and to the continent. When you decide to store your car at our secured classic car storage facility you benefit from having a single dedicated point of contact within our team. Your designated contact will be on hand to respond to any individual requirements that you may have; including, inter alia, routine maintenance and bespoke work. We understand that each car is irreplaceable and that is why we will do everything to ensure that your car is looked after to the highest standard. If you would like to a quote for vehicle storage, please contact our office team on +442035404929.

### **When will I be invoiced?**

You will be invoiced on delivery of the vehicle, and payment will be due within 14 days of receipt of this invoice.

### **What are your payment terms?**

We accept payment by BACS or cheque. We are **unable** to accept credit card payments. Our bank details can be found on the invoice.