



**Pacific Toyota**

## Terms and Conditions

# Pacific Toyota Overnight Servicing

Overnight Servicing is available to all Toyota vehicles at Pacific Toyota and is subject to appointment availability. Vehicle drop-off must occur between 3:00 PM and 4:30 PM, with collection available from 6:30 AM the following business day (Tuesdays to Friday) and between 8:00am and 10:00am on Saturday. Pacific Toyota accepts no responsibility for any loss or damage resulting from failure to adhere to the prescribed drop-off procedure.

All servicing is performed by Toyota-trained technicians utilising Genuine Toyota Parts, in accordance with Toyota Australia's prescribed service schedules and maintenance standards. Vehicles eligible under Toyota Service Advantage will receive Capped Price Servicing where applicable. Pricing is determined based on the service schedule relevant to the vehicle's age and kilometres travelled.

Toyota service pricing represents the maximum amount payable for a nominated standard scheduled service. It applies only to standard scheduled services as outlined under the "Maintenance for Normal Operating Conditions" schedule in your Toyota Warranty and Service Logbook. Capped Price Servicing is available to eligible vehicles only. Eligibility exclusions apply, including but not limited to Government and Rental vehicles, and other commercial-use vehicles. For full eligibility criteria, please contact Pacific Toyota or refer to the Toyota Service Pricing Tool at:

[www.toyota.com.au/owners/service](http://www.toyota.com.au/owners/service)

Pacific Toyota provides a courtesy bus service for customers dropping off vehicles between 3:00 PM and 4:30 PM, limited to addresses within a 20 km radius of the dealership. Customers must be ready to depart at the scheduled time. Pacific Toyota is not responsible for arranging alternative transportation if a customer misses the courtesy bus departure.

As part of the Overnight Servicing process, your vehicle will undergo the appropriate scheduled logbook service. Following inspection, should any additional maintenance items or repairs be required, no work will proceed without prior customer approval. A Pacific Toyota representative will contact the vehicle owner (or authorised representative) to obtain consent before undertaking any additional services or applying further charges.

## Pacific Toyota

235 Mulgrave Road,

Cairns, Qld. 4870

T 07 4030 7444

F 07 4051 0897

E [servicereception@pacifictoyota.com.au](mailto:servicereception@pacifictoyota.com.au)

[pacifictoyota.com.au](http://pacifictoyota.com.au)

**OH WHAT A FEELING**



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## *Vehicle Eligibility & Exemptions*

Overnight Servicing is not available for all vehicle types. Selected vehicles may be exempt from the program due to vehicle condition, service timeframe, parts availability, or other operational constraints.

Certain models such as Toyota LandCruisers (including 200 and 300 Series) cannot be serviced under the Overnight Servicing program unless explicitly authorised by a Pacific Toyota Service Manager under exceptional circumstances.

Pacific Toyota reserves the right to refuse Overnight Servicing for selected models, or to decline any vehicle if it is determined that the service requirements cannot reasonably be completed within the designated timeframe or where specialist parts, tools, or extended labour are required.

## *Additional Terms:*

### Friday Night Drop-Offs:

Customers booking Overnight Servicing for a Friday night will be able to collect their vehicle on Saturday morning between 8:00 AM and 10:00 AM.

### Cancellation & Rescheduling:

Customers must provide at least 48 hours' notice to cancel or reschedule their Overnight Servicing appointment. Failure to do so may result in a cancellation fee. Missed appointments may be charged a service call-out fee at Pacific Toyota's discretion.

### Liability:

Pacific Toyota is not responsible for loss or damage to personal belongings left inside the vehicle. Customers are advised to remove all valuables prior to drop-off.

### Customer Responsibilities:

To help ensure timely and efficient service, customers must:

- Remove all personal items and valuables from the vehicle.
- Ensure the vehicle is in a clean and presentable condition.
- Present the vehicle's logbook or service history if requested.
- Inform the service advisor of any specific concerns or requirements at the time of booking.

### Privacy Notice:

Customer information collected in connection with the Overnight Servicing program is handled in accordance with Pacific Toyota's Privacy Policy and Toyota Australia's privacy standards. Information may be used to contact you about your service, provide updates, or request feedback.

### Availability:

Overnight Servicing is available Monday to Friday, excluding public holidays. Pacific Toyota reserves the right to vary, suspend, or withdraw the Overnight Servicing offering at its discretion and without prior notice.

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