



## **Frequently Asked Questions**

### **Q: What areas of Melbourne do you service ?**

A: Inproof provides towing services mainly to the western and north western regions of Melbourne (including the CBD, the Docklands and Port Melbourne). Transport services are provided throughout the entire Melbourne metropolitan area as well as regional and rural Victoria.

### **Q: What are your hours of operation ?**

A: Inproof operates a 24 hour, 7 days per week Customer Service Centre and has Drivers on call for afterhours, weekend and public holiday work.

### **Q: Who owns and manages Inproof ?**

A: Inproof is a privately owned family business which is owned and operated by Michael Davidson and supported by Maureen Whittaker-Dare who owned Adams Towing until purchased by Michael in 2008.

### **Q: What kind of vehicles and equipment do you move ?**

A: We tow or transport passenger vehicles, light commercial and 4x4's, motor bikes, caravans, boats, trucks and a wide range of agricultural, earthmoving, construction and manufacturing /industrial machinery

### **Q: How do I pay for the service you provide ?**

A: Unless you are an approved account holder, payment is by cash or credit card (Visa or Mastercard)

### **Q: Can I use you to attend an accident scene ?**

A: Inproof cannot attend an accident scene on public roads as it does not possess the correct licences to be part of the government controlled accident allocation system.

### **Q: Is Adams Towing part of Inproof ?**

A: Yes, Adams was purchased by Inproof in 2008

### **Q: Are you aware of and if so, do you comply with Chain of Responsibility legislation as it applies to the transport of vehicles and goods ?**

A: We are well aware of the governing legislation and comply with all aspects of it.

### **Q: Are my goods insured whilst in your possession ?**

A: Yes. Copies of our insurance Certificates of Currency are available should you wish to review them.

### **Q: How do I find out about potential employment with Inproof ?**

A: Inproof is striving to meet the criteria of employer of choice and as a result staff turnover is low. Should you wish to be employed in some capacity, please forward your resume to the Inproof Business Manager.