

StarTrack Premium Manual Handling Surcharge

Manual Handling Surcharge

A Manual Handling Surcharge will apply to any item that is incompatible with, or which cannot be safely sorted on our automatic sorting machines. These items include, but are not limited to items that exceed any of the following dimensions:

- Length of 105cm
- Width of 60cm
- Height of 60cm
- 22kg in dead weight
- Flat packs with any dimension of less than 5cm
- Cylindrical tubes or items likely to roll off conveyor belts
- Or any item that risks the safety of our team members or equipment

Freight consigned to us on pallets (and for delivery on pallets) will not attract the Manual Handling Surcharge. Where pallets contain incompatible items that require individual delivery, the surcharge will apply to each incompatible item on the pallet.

Freight consigned correctly as a carton (within dimension and weight tolerances) that is wrapped in plastic that has been heated to seal it onto the carton, will not attract the Manual Handling Surcharge.

Examples of incompatible items which will incur a Manual Handling Surcharge

- Items wrapped in plastic (satchels and jiffy bags are excluded)
- Suitcases
- Liquids (not just drums)
- Nuts or bolts packed loose in satchels
- Cylinders (round in shape)
- Loose items or tools not packaged in a carton
- Wine, alcohol, glass
- Wooden crates
- Mail/bank bags (includes canvas with zippers)

Incompatible items purchased from Australia Post sent via StarTrack will incur a Manual Handling Surcharge.

Some incompatible items may be consigned with our prior consent, and the Manual Handling Surcharge will not apply. An Oversize Charge will apply for any items that exceed a dead weight of 32kg, or where any side measures 150cm or greater. For more information please visit auspost.com.au/pricing-updates.

Consignments containing Oversize Goods or requiring manual handling will incur an additional transit day to the delivery time estimates provided by us.

Examples of compatible and incompatible freight

Ideal compatible freight



Freight over 22kg in dead weight



Flat packs – with any dimension of less than 5cm



Tubes/Cylinders

