

StarTrack Road Express 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; or not presented on a pallet or skid. These items include, but are not limited to, items that are below the minimum or above the maximum following limits:

- Minimum dimension: 5cm
- Maximum dimensions: 117cm x 60cm x 60cm
- Maximum dead weight: 20kgs*
- 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 and we are required to deliver those items individually, 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 packaged in plastic, satchel, tote, jiffy bag, bubble wrap, envelopes and other non-rigid packaging that is not stackable
- Items packed in a drum, tube, cylinder or wooden crate
- Freight containing liquids, nails, magnets, or glass
- Sandbags
- Suitcases and eskies or similar
- Glass items
- Loose items or tools not packaged in a carton
- Freight that may damage or cause delay to other consignments

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.

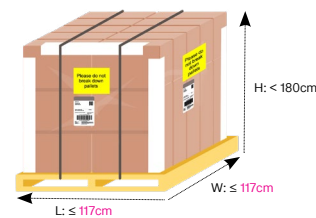
* Customers should have Load Sorting Equipment (LSE) at origin and destination for the handling of heavy items or pallets. Consignments may require an upgrade to Special Services where LSE is not accessible.

Examples of compatible and incompatible freight

Cartons



Pallets*



Freight over 20kg in dead weight



Tubes/Cylinders



Satchels

