

Summary of updates to StarTrack Terms and Conditions and Additional Charges

Effective 30 October 2024

Unless we've agreed otherwise in writing, from 30 October 2024, the following updates apply to the StarTrack Terms and Conditions, StarTrack Additional Charges & Standard Rates Schedule, and the Prohibited and Restricted Goods Guide.

Update	Description
<p>NEW StarTrack Business Credit Account Terms and Conditions View the document: https://startrack.com.au/content/dam/startrack_corp/documents/business-credit-account-terms-and-conditions.pdf</p>	
	<p>The StarTrack Business Credit Account Terms and Conditions will apply to all customers that hold a StarTrack Credit Account (now called a StarTrack Business Credit Account).</p>
<p>StarTrack Terms and Conditions View the updated document: https://auspost.com.au/content/dam/startrack_corp/documents/startrack-updated-terms-conditions.pdf</p>	
<p>Business Credit Account Terms and Conditions (Clauses 4.5, 4.7, 4.8 and 16)</p>	<p>References to the StarTrack Business Credit Account Terms and Conditions will be included in the general StarTrack Terms and Conditions.</p>
<p>Transit Warranty Claims (Clause 7.10.3)</p>	<p>The option for Transit Warranty Claim forms to be sent to us via post has been removed, and the option to complete the form online has been added (in addition to the existing option to submit the form via email).</p>
<p>Pallet Trading arrangements (Clause 11)</p>	<p>Amendments will apply to pallet trading arrangements with our Pallet Partners (CHEP and Loscam).</p> <ul style="list-style-type: none"> • Customers sourcing pallets from our Pallet Partners should establish accounts with the relevant Pallet Partner and submit account details to us prior to consigning any freight with us. • If your receiver does not have a Pallet Partner account and pallets we have delivered from you to them are unable to be recovered, we may reverse the transaction to you and recover from you any resulting costs incurred on our account. • Each Pallet Partner docket must document the exact quantity of pallets being picked up by our driver; split dockets or multiple deliveries are not permitted. We reserve the right to correct, adjust or reject inaccurate dockets. • If a transfer appears on our account in excess of 45 days from the despatch date, we will advise the Pallet Partner to apply a new effective date. • Where pallets are to be moved without entering a StarTrack facility for processing, the sender must raise a docket for a direct transfer and the transaction will be directed to the end receiver's account. • Customers are reminded they should retain documentation relating to pallet transactions. The updates outline our terms for any disputed transfers, including pallet transaction or rejection claims.

Summary of updates to StarTrack Terms and Conditions and Additional Charges

Update	Description
StarTrack Additional Charges & Standard Rates Schedule View the updated document: https://startrack.com.au/content/dam/startrack_corp/documents/startrack-updated-standard-rates-plus-additional-charges.pdf	
Manual Consignment Notes (Pricing Table)	This charge will increase from \$13.31 to \$19.83 (GST exclusive) per consignment with a Manual Consignment Note or no Consignment Note. <ul style="list-style-type: none"> This change is necessary to address the rising costs of managing manual consignment notes, including processing and storage. Customers can avoid receiving the Manual Consignment Note fee by using our digital lodgement tools instead of manual consignment notes.
StarTrack Packaging Charges (Pricing Table)	The below charges will increase as outlined below. Charges are per unit and GST exclusive. <ul style="list-style-type: none"> 1kg Carton: \$0.50 to \$0.51 3kg Carton: \$0.68 to \$0.70 5kg Carton: \$1.13 to \$1.16 10kg Carton: \$1.43 to \$1.47 20kg Carton: \$2.15 to \$2.20
Removal of Cheque Handling fee references (Pricing Table; Additional Charges Description s.23)	All references to Cheque Handling fees will be removed, as cheques are no longer accepted as a method of payment.
Next Flight Cancellation or Downgrade charge, Futile Pick-ups (NXF Only) and Futile Deliveries (NXF Only) charges (Pricing Table; Additional Charges Description ss.13 and 14)	There are updates relating to the Next Flight (NXF) Cancellation or Downgrade, Futile Pick-ups (NXF Only) and Futile Deliveries (NXF only) charges. <ul style="list-style-type: none"> The Pricing Table will clarify that these charges are variable. The minimum (variable) charge is \$70.66 (GST exclusive) but the final charge amount will be reflected on the invoice and, where relevant, pre-quoted to you at the time of cancellation/downgrade (as per current practice). We have updated the description of the Next Flight Cancellation or Downgrade charge to clarify that this fee will apply where a pick-up or delivery is unsuccessful, and you cancel or reschedule the booking when we contact you. We have added a new description for the Futile Pick-ups (NXF Only) and Futile Deliveries (NXF Only) charges. These charges apply where an attempted pick-up or delivery is futile due to a change in original requirements, and another attempt is required.
Increase to maximum length limit for StarTrack Premium, Next Flight & Security Express (Additional Charges Description s.4; StarTrack Prohibited and Restricted Goods Guide)	The maximum length limit will increase from 100cm to 105cm. Increasing the allowance will align these StarTrack services with Australia Post's size and weight limits. <ul style="list-style-type: none"> When Premium items exceed these limits, we apply a Manual Handling Surcharge to help offset the cost of physically moving these items through our network. Different size and weight limits apply for StarTrack Road Express. Size and weight limits and the application of the Manual Handling Surcharge are outlined in the Additional Charges & Standard Rates Schedules, and the StarTrack Prohibited and Restricted Goods Guide.
General document updates	
	Various minor corrections and clarifications will be made to the following documents. For example, updating hyperlinks, deleting unnecessary duplications, and renumbering. <ul style="list-style-type: none"> StarTrack Terms and Conditions StarTrack Additional Charges & Standard Rates Schedule Prohibited and Restricted Goods Guide
	These documents will be updated 30 October to include any changes taking effect. <ul style="list-style-type: none"> StarTrack Prohibited and Restricted Goods Guide StarTrack Road Express Manual Handling Surcharge Flyer StarTrack Premium Manual Handling Surcharge Flyer StarTrack Transit Warranty Overview StarTrack Transit Warranty Claim Form StarTrack Transit Warranty Quotation Form Parcel and Freight Preparation Guide (for Australia Post and StarTrack)