



## TERMS & CONDITIONS

We have tried to ensure that our terms and conditions are as clear and easy to understand as possible. If you have any questions, or don't understand something, please do not hesitate to get in touch with us and we'll be happy to help.

Please note that Terms Conditions applies to any consignment that is booked / carried by DTDC Australia Pty Ltd or DTDC Group of companies around the world. It is considered that you have agreed with the Terms & Conditions once you pay for any consignment to be booked /carried by DTDC Australia or DTDC Group of Companies around the world.

### TERMS & CONDITIONS: -

As a Booker / Sender or user of this website (referred to as "you/your") or user of service provided by DTDC Australia you acknowledge that any use of this website including any transactions you make with DTDC Australia or any of our carriers ("use/using") is subject to our terms and conditions below.

### DEFINITIONS: -

Listed below the following terms that will be found in these terms of carriage:

Consignment – A parcel, document, bag, suitcase or group of parcels, documents, bags, suitcases sent through DTDC Australia or any of our carriers' service to each individual address.

Customer / Client – Booker or the person sending the consignment.

Consignor – Booker or the person sending the consignment.

Consignee/Receiver – The person who is receiving the consignment.

Carrier – DTDC Australia or any of the contracted companies used by DTDC Australia.

AWB/Air Waybill – The documentation placed on the parcel.

DTDC Australia – The service provider.

ATL – Authority to leave – meaning customer requests DTDC Australia or any of our carriers to deliver consignment without receiver / consignee signature.

Driver release areas - this means that the carrier deems this a 'safe' area and parcels can be left at the door without a signature.

Third Party - The carrier with whom the order is placed utilising the account that DTDC Australia Pty Ltd has with the major carriers.

Working Day - Monday to Friday from 9am to 5.00pm within Australia, excluding public holidays. NB Please check with individual overseas countries to establish their working hours.

Admin Fee / Rate = \$25

### OBLIGATION TO THE CUSTOMER: -

DTDC Australia Pty Ltd will arrange pickups and deliveries of the consignment/s through their own network or any other third party service provider / carrier / contractor / company.

DTDC Australia Pty Ltd can accept orders online from worldwide residents with MasterCard / Visa / American Express or PayPal. We can request a copy of the front and back of your credit card along with your passport photo / signature page to verify your identity for the transaction taking place for either consignator or consignee.

It is the customers' responsibility to track all orders and contact our offices prior to the return to rectify any delivery failure issue. Once returned back to sender, the item will not be re shipped free of charge, as delivery has been attempted and the return completes the agreed contract. We reserve the right to charge sender for return cost.

DTDC Australia Pty Ltd may or may not come into direct contact with the consignment/s but arrange for the collection / delivery through one of the major carriers that we hold an account. Please ensure the correct parcel is given to the correct collecting agent that you have chosen at the time of ordering and is labelled with consignator / consignee name, and address details so we can identify the consignment prior to collection.

Export services can be collected from a Residential address or Business.

The carrier / DTDC Australia Pty Ltd have the right to refuse a consignment for a given reason such as insufficient packaging, the consignment being too large, or prohibited contents. In addition, DTDC Australia Pty Ltd has the right to refuse any order/user from our system or any booking made.

All queries/claims must be directed through to the carrier chosen by the customer or DTDC Australia Pty Ltd who will then contact the relevant carrier on the sender's behalf. If the carrier is contacted directly, DTDC Australia Pty Ltd may not be able to assist you with your query at a later date.

Most of our services offer signature on delivery, however please note that certain areas are classed as 'Driver release areas' this means that the carrier deems this a 'safe' area and parcels can be left at the door without a signature, also if the addressed recipient is not at the delivery residence but someone else is available at the delivery address then the courier will accept signature from that person and deliver to the residence. No claim can be made for such deliveries. Please check before sending. It is also to note that rules are different in many countries and DTDC Australia or any carrier chosen by DTDC Australia may not have sufficient control over the system in a foreign country. We can only provide information available to DTDC Australia or a chosen carrier from the website.

This automated ordering system books the collection as requested by the customer. If this collection fails you must contact DTDC Australia where an alternative collection will be booked as soon as possible. You will be charged \$25 for futile pickup if the fault is deemed to be senders fault for not being available or ready with parcel and labels when driver arrives for pickup.

Our automated system books and charges for the pickup / delivery. If the consignment/s has to be returned then a return charge will be applied.

DTDC Australia Pty Ltd or any of the chosen carriers from DTDC Australia can only deliver to a full street address.

We cannot deliver to a PO Box. If a consignment has to be returned for this reason, no refund will be given and additional charges may apply.

DTDC Australia Pty Ltd requires a telephone number for the receiver who may be called in the event of an address query. Please note for any overseas address a local number is needed, the carrier will not call an Australian number. DTDC Australia Pty Ltd will not send any returned item if a telephone number has not been provided and the carrier could not call to arrange delivery.

All prices quoted via DTDC Australia email, phone or website are in AUD \$.

Payment is taken by our automated system at the end of your order once the service has been booked with our carrier.

### AGREEMENT TO TERMS: -

By filling in this non-negotiable Airway Bill, you warrant that you are the owner or the authorized agent of the owner of the goods and you accept our terms and conditions including tariff which are available for reference at our offices whether mentioned on this Airway Bill or not.

For all consignments, we comply with IATA regulations and charge the greater of either volumetric weight or the actual weight.

Calculation for Volumetric weight on International consignments: -

Length X Breadth X Height (in cm's.) Divided by 5000 = Volumetric weight

Calculation for Volumetric weight on Domestic consignments: -

Length X Breadth X Height (in cm's.) Divided by 4000 = Volumetric weight

### LIEN IN GOODS: -

We shall have lien on any goods sent, for all the charges due to be received from you and refuse to surrender possession of the goods until such charges are paid.

### RIGHT TO INSPECT: -

We may at our discretion open or inspect your consignment prior to or after you give them to DTDC Australia or any carrier contracted by us. If prohibited items are found, we will remove these from your consignment and notify you of any fees to pay.

### CUSTOMS CLEARANCE: -

By tendering this consignment to us you appoint us or any of our nominated carriers as your agent for the purpose of customs clearance and any customs duty, taxes, personal effects or high value customs clearance charges must be paid by you whether you agree in advance or not. Customs Duty is imposed by customs department in the country where your effects are sent to and DTDC Australia has no control over the imposed duty amount on any effects. DTDC Australia cannot be held responsible for any applied customs duty, taxes, personal effects or high value customs clearance charges on any consignment. Generally, there is service charge/admin fee applicable in the event any of these charges are applied to any particular consignment. In addition to customs duty and taxes this service charge/admin fee is also payable by the consignator or consignee. This service charge/admin fee may vary from one country to other and DTDC Australia reserves the right to hold consignment until Customs duty, taxes, personal effects, high value, Service Charge/Admin Fee and any Tax/Duty imposed is paid in full by consignator or consignee. DTDC Australia and or DTDC Global or any carrier chosen by DTDC Australia has the obligation to provide you an invoice clearly showing duty amount / taxes, service charge/admin fee or amount of tax imposed on any consignment. For any dispute or disagreement on the amount of Customs Duty applied on your consignment it will be your responsibility to take the matter with the department of customs in the concerned country.

### HELD CONSIGNMENT: -

Your consignment can be held in customs for several reasons and DTDC Australia cannot be held responsible for any consignment held by customs. Generally, after a number of days (varies from one country to other) if consignment still held then customs have the authority to abandon, destroy, return, or impose storage costs on the carrier including DTDC Australia or any other DTDC offices or appointed carriers globally. Any charges arising from customs holds will be passed on to the consignee or consignator. Insufficient and or incomplete paperwork or non-payment of duties and taxes is one of the principal reasons why consignments get held by customs and DTDC Australia may request you to deal with the Customs department of any country or any carrier to resolve this issue. In the event of non-payment or any other reason if your consignment is held in the custody of any carrier you will be responsible for the abandon, destroy, return, or storage charges and DTDC Australia reserves the right to act upon advice to hold any consignment, and in this circumstances consignator or consignee must bear the costs involved. These costs may become significant and may vary from one country to the other and DTDC Australia reserves the right to ensure these costs are paid before any delivery arrangement can be made.

### MODE OF TRANSPORT: -

We may at our discretion use any mode of transport, i.e. Air, Road, Water, etc. unless you specifically mentioned any particular mode of transportation. Including DTDC Australia PTY LTD, we may also subcontract any other service provider / carrier to transport your effects.

### LIMITATION OF LIABILITY: -

Our liability for any loss or damage to non-warranty consignments handed over to us is limited to the lesser of AUD\$100 or actual value of the goods, whichever is less. If additional warranty has been purchased by you at the time of tendering your consignment to us or earlier then additional warranty payment will be made as per the terms of additional warranty. If your consignment involves an ultimate destination or a stop in a country other than the country of departure, the Warsaw Convention may be applicable to govern and in most cases to limit our liability for loss, damage or delay to your consignment, unless you declare a higher value in advance and pay an additional warranty charge. This is only applicable where you have chosen to use service provided by DTDC Australia or DTDC group of companies around the world.

In the event of any other carrier chosen through our website liability of any consignment is as per Terms and Conditions of carrier you have chosen.

Liabilities not assumed, in any case, we shall never be liable for any consequential, incidental or indirect damage or loss (for example loss of profit, income, tender market, mental anxiety, etc.) for whatever reason whether or not we had the knowledge that such damages might be incurred.

We will not be responsible under any circumstances for delay in pickup transportation or delivery of consignment regardless of the reason causing such delay. Further we will not be liable for loss, damage or delay caused by reasons we cannot foresee or which are beyond our control, including but not limited to acts of God, perils of air/weather or mechanical delay, acts of public enemies, war, strike, or acts of public authorities, customs. Also, we will not be responsible for any electrical or magnetic injury, erasure or such other damage to electronic or photographic images.

### APPLICABILITY: -

These terms and conditions shall apply to and insure to the benefit and our agents and affiliate companies and our officials, Directors and employees.

### CANCELLATION AND REFUND: -

DTDC Australia Pty Ltd reserves the right to refuse any order and will process payment security checks on certain transactions and values.

The service can be cancelled and a refund less bank and admin fees will be given up until the time the consignment is not collected. Bank transaction fees of 4% of the total transaction value plus any futile pickup charges or return charges will be deducted from the booking amount prior to processing any refund.

The cancellation of any order must be confirmed in writing with reason. Any reason provided which is not the fault of DTDC Australia will incur additional processing fees and all costs incurred will be deducted from original invoice amount. Refunds can take 1-3 weeks processing time. If refund not received, please contact our offices where the transaction will be checked.

### TRACKING CONSIGNMENT: -

Tracking is available through our Web site or by calling our Customer Service department on 1300 658 775. It is the customer's responsibility to track all consignments. Hard copy Proof of Delivery will be charged at \$55.00 per item. Please note the Proof of delivery is only kept for up to one month after delivery. We can provide a proof of delivery up to 2 months for an additional charge of \$85 and we will not be able to provide proof of delivery when consignment was delivered longer than 2 months. DTDC Australia cannot be held responsible for any malfunctioning of tracking system or information. In the event of tracking malfunction DTDC Australia reserves the right to refer the payer of consignment to communicate directly with the carrier.

DTDC Australia may use third party software for tracking information and DTDC Australia cannot be held responsible for any malfunctioning of the software used. Not all services have tracking, ask us prior to booking. Sea freight does not have tracking.

**COLLECTION & DELIVERY: -**

Booking can be processed manually or automatically through our website. The automated system books the collection as per the customer's request. The system will ask for your available time for pickup, however please note pickups generally done between 9am - 5:30pm weekdays. Bookings for same day pickup must be made before 11am and all paperwork emailed to us before 11am. Please note collection dates / times are not guaranteed. In the rare event that the courier did not show up or cannot make the collection we will re book within 24 hours as long as the customer is available within business hours.

Please ensure you are in at the collection time that you request. A surcharge of \$55.00 will be applied if you or the parcel are not ready / available with labels when the driver attempts collection. If receiver is not available at the delivery location when the courier driver comes to deliver the items, then a re-delivery fee may apply at the same amount of original order fee unless you have specified "Authority to Leave" at the time of booking, please email us before booking so we can advise. Collections only done from ground floor level, sender must bring down items to ground level and hand to driver.

A receipt must always be obtained on collection of your consignment. No claim can be made if a collection receipt has not been obtained, as there is no proof that the carrier has collected the parcel. In such a case a full refund may be provided, as there is no proof of service taking place. Please note that all services as listed below require a Bar-coded label / AWB to be printed out and attached to the parcel. Manual paperwork must not be used or the carrier will bill you directly instead of on prepaid on our account as paid online. If you use manual paperwork you will be charged a surcharge of \$55.00 + GST and the difference in the cost on the service the freight has travelled on. If the surcharge is not paid then the order will be cancelled and the carrier must be paid the full premium direct. Using our barcoded labels ensures the freight travels on the service specified.

Guaranteed pickup / delivery / transit times are not offered. No services include a Guarantee on pickup / delivery / transit times quoted are issued as a guide / estimation only and we cannot be held responsible for delayed pickups / deliveries.

**CUSTOMS CLEARANCE: -**

You are pre-paying for the transportation charges of your consignment/s only. DTDC Australia has no control over any customs queries, delays or charges that may arise. Customs charges must be paid in addition by the sender or receiver before delivery is made. DTDC Australia reserves the right to pass these charges directly onto the person who placed the order. If you do not pay the charges the consignment will be abandoned or returned, and all abandoned / destruction / return charges will also be payable by sender / receiver.

Documents up to 1.5kg do not need a commercial invoice to any destination. These should be declared as zero value. If a value is entered DTDC Australia Pty Ltd cannot be held responsible for any charges that may apply.

Consignment/s that exceed customs duty free values may be delayed as they may require further documentation for clearance.

Receiver / consignee Photo ID or voting card may be requested at time of booking as this is a requirement in some International countries for customs clearances which is called KYC - Know your client.

**PROHIBITED & RESTRICTED ITEMS: -**

Please check that we are able to carry your contents before placing your order. Items that are strictly prohibited are listed as such and CANNOT be sent through our services.

Prohibited / Restricted items will be subject to destruction prior to sending, non-collection, delay or return. If a Prohibited / Restricted item is collected and then later returned, no refund of carriage will be given and return charges will be applicable plus a fine of \$350 will apply.

In the event of damage, a Prohibited/Restricted item may be discarded depending on the condition of the parcel. No claim for loss or damage can be made on a Prohibited / Restricted item. In addition, the sender will be liable for any damages caused in transit to other consignments or property resulting from sending a Prohibited / Restricted item.

DTDC Australia Pty Ltd operates an automated booking service. If you purchase additional warranty coverage on a Prohibited / Restricted item, the coverage will be void and all claims void. In addition, DTDC Australia Pty Ltd have a check box that must be ticked to state the Prohibited / Restricted items & Terms and Conditions list have been read before an order can be completed. Please note - Hazardous / Dangerous goods are strictly prohibited from our services. Failure to declare Dangerous goods can lead to prosecution where unlimited fines and imprisonment is possible.

Item/s sent within a Hazardous box will be classed as such. DO NOT RE USE OLD HAZARDOUS BOXES.

The Prohibited Items / Restricted Items be read and understood as part of these Terms and Conditions.

The following commodities are not acceptable for transport by DTDC Australia or any of our carriers under any circumstances.

This is a result of a policy decision, following the full consideration of Operational, Legal and Risk Management implications: -

- Aerosol cans / Sprays
- All Liquids
- Alcohol (Any type)
- Animals live or dead / Any Animal Parts including meat / Ivory and Ivory products
- Any Unpacked items
- Articles of exceptional value (e.g. works of art, antiques, precious stones, gold & silver
- Antiques (breakable and/or fragile)
- Asbestos
- Automotive Panels, Motor vehicles, Aircraft, Helicopters, or Parts relating to any of these.
- Batteries of any type, or products containing batteries, or rechargeable products
- Bullion
- Currency, Cheques, Bank Cards, Credit Cards, Any form of Money or tickets of any kind
- Dangerous goods of any kind - e.g. Explosives / fireworks / Christmas Crackers / Radioactive materials / Deactivated or Replica Weapons and Munitions / Swords / Knives / Weapons / Flammables / Fire Extinguishers
- Dry Ice
- Engines / Motors / Generators / Gearboxes or any part containing or having been used with oil/petrol
- Food items (perishable), Temperature controlled or Perishable Cargo
- Firearms, parts thereof and ammunition
- Furniture that is not flat packed
- Furs
- Guitars
- Glass / Acrylic / Framed items / Mirrored items / Corian / Crystal / Ceramic / Fiberglass / Porcelain / Plaster / Marble / China / Stone / Slate / Resin / Granite / Carbon / Clay / Concrete - (or any items containing these materials)
- Hazardous or combustible materials (as defined in IATA Regulations)
- Lithium Batteries, Products containing lithium batteries, or rechargeable batteries of any type
- Human remains, including ashes, and body fluids
- Jewellery of any kind, watches, precious metals and stones
- Magnets or items containing Ferro-magnetic material
- Money, Keys, Negotiable items / Payment cards / Birth certificates / Driving licences
- Narcotics (illegal)
- Passports
- Plants / Seeds / Flowers / Trees
- Pornographic Materials
- Prescribed Drugs / Medication / Vaccines or other similar pharmaceutical cargo
- Speakers & Amplifiers
- Tobacco and tobacco products
- Televisions / Plasma & TFT Screens, Monitors, computers, printers, tablets, mobile phones, any electrical item including gaming consoles
- Vehicles / Motorcycles
- White goods - fridges, ovens, stoves, cooktops, Microwaves, dishwasher, washing machine, air conditioning units etc.
- Property, the carriage of which is prohibited by any law, regulation or statute of any federal, state or local government of any country to or through which the consignment may be carried.

**DOMESTIC: -**

DTDC Australia PTY LTD reserves the right to use any other carrier / company to transport your effects domestically. DTDC Australia reserves the right to add or remove any service provider through their website without notice.

**INTERNATIONAL: -**

DTDC Australia PTY LTD reserves the right to use any other service provider / carrier / company to transport your effects Internationally. Consignments to and from remote areas nationally and internationally on all services may be subject to delay and additional charges. Please check the address with us prior to sending for advised transit times. Some collections and deliveries in regional area's where any carrier has been selected may be delayed or charge additional surcharges, as a third-party provider will be contracted for the collection. A representative from DTDC Australia will contact you if this is the case and advised any additional fees required. Deliveries to some regional areas may be subject to collection at a local depot/post office depending on the carrier selected. Consignments to and from remote areas could be subject to on forwarding charges which will not be known at the time of booking. A representative will contact you / consignee Photo ID or voting card may be requested at time of booking as this is a requirement in some International countries for customs clearances which is called KYC - Know your client.

Transit times must be checked for the service ordered, these are a guideline only.

On some services, there will be a surcharge if a re delivery is necessary.

A customs invoice must be completed for ALL countries outside Australia unless using a document only service. You will be guided online to complete this if applicable and a template will be e-mailed to you once the order is placed. Two copies of this must be given to the driver on collection.

You will be able to track the progress of your consignment online from our home page using your assigned DTDC Australia Pty Ltd tracking number.

Please note we cannot send to any PO Box address.

Parcels should not be strapped or attached together. This is not a secure way for parcels to travel in the courier network. No claim can be made for any additional item that was strapped to the original in the event that they become separated in transit.

Please note that any item traveling through our services must be able to withstand a short drop, fragile items should not be sent through our services. Please see our packaging guidelines and Prohibited / Restricted Items in addition.

DTDC Australia reserves the right to add or remove any service provider through their website without notice.

Some of our services are subject to a re delivery charge. DTDC Australia reserves the right to pass on / charge the cost of any re-delivery charge on the credit/debit card used to pay for the service. Different carriers have different re-delivery charges and DTDC Australia will only charge the cost of re delivery plus \$25 admin /processing fee.

Please ensure that the receiver is available to accept the delivery or you will have to pay an additional charge on each delivery attempt.

**DAMAGE / LOSS CLAIMS: -**

Goods description along with quantities and value of goods must be accurately entered by the customer at the time of booking online as this will be referred upon in the event of any claim. The maximum claim value is the warranty cover that is chosen at the time of ordering.

All non-warranty services apart from those marked with ATL (Authority to Leave) include a limited \$100 warranty cover against loss or damage. Enhanced cover can be added during the ordering process for all services apart from those marked with ATL (Authority to Leave) up to the maximum consignment value of \$4,000. DTDC Australia at this moment only covers up to a maximum value of \$100. Any enhanced cover must be arranged through the chosen carrier and in the event of any claims arising payer of consignment must communicate with the carrier at the time of delivery and also to DTDC booking office.

Any enhanced cover that is selected replaces the inclusive cover. Please note warranty coverage does not cover damage to external packaging including boxes, suitcases, backpacks, bags, storage boxes, crates, tool boxes, etc. Warranty coverage is also not provided for any documents including legal documents, certificates, passports, books, magazines or documents of any kind.

Any items listed under our prohibited and restricted items list will not be covered under warranty and all warranty coverage paid will be void and no claim can be made for prohibited and restricted items. The claim will be paid to the sender only, the details entered at the time of ordering. Please ensure the exact name or company name is entered at the time of booking, as we will charge \$40.00 if a cheque needs to be re issued.

In the event of a claim an invoice copy will need to be provided to prove the value of the consignment/s, or where there is no invoice value, the market value of the goods taking into account the age and condition of the goods, plus a repair quotation must be arranged by customer.

In the rare event of damage, all packaging must be kept for inspection to take place by the carrier. The item must be available for inspection in the state it was delivered, at the address it was delivered to. If the item is moved / repaired or if the packaging is not kept any claim will be void. Photographs of the internal and external packaging as well as the damaged item must be supplied to start a claim. All Claims will incur a warranty payable excess fee prior to payout as listed on <https://www.dtdcaustralia.com.au/services/shipment-warranty/> Claims are assessed by the Packaging advice provided in our terms and conditions. Which is available to read prior to booking.

In the event of damage, a repair quote must be supplied. If the item cannot be repaired then we would need this in writing from a specialist for the full claim amount to be considered. Unless an enhanced cover is selected liability remains a maximum value of \$100 or the value of the consignment, whichever is lesser. In the event of enhanced warranty coverage is not offered DTDC Australia's liability never to exceed the value of \$100 or the declared value of the consignment, whichever is lesser.

In the event that a claim is approved and repair costs are paid, no postage will be paid.

A lost claim can only be processed once the carrier has made extensive searches and deems the goods as lost. This requires a formal declaration from the carrier stating the status of the item is lost and this may take several weeks to conduct searches.

Any claim must be brought to us within 7 days of receipt in the case of delay/damage, and 28 days in the case of loss. Claims can only be re considered up to a period of 12 weeks after dispatch as the carriers only holds records for up to this period. If you wish to contest any claim decision, please write in to the Customer Service within this period.

DTDC Australia Pty Ltd aim to resolve any claim within 60 working days.

**RESPONSIBILITY OF PACKING: -**

You are responsible for proper protection and secure packing, security, marking, addressing, filling out the customs paperwork and giving us the correct information regarding your consignment. We will not incur any liability if information given by you is incorrect and you will be solely responsible for all costs and expenses including the cost of returning the consignment to you. Photos of your packaged items must be emailed to us prior to collection taking place. Your consignment/s must be packed to a professional standard, packed within a double walled box with the contents cushioned and protected inside. The packaging must also be sufficient to protect the products weight. Any claim resulting from a parcel that is not packaged to a professional standard and in line with the above will be declined.

**SURCHARGES: -**

By entering the weight and dimensions of your consignment/s you are pre-paying for the postage. If the consignment /s weight or dimensions are heavier, then the additional actual or volume weight will be charged to the payment method that the order was placed on together with a surcharge of \$25 + GST. Additional charges will be confirmed in writing. Please ensure you are present at the collection time that you request. A surcharge of \$55.00 will be applied if you or the parcel are not available when the driver tries to collect. Transit times must be checked for the service ordered. On some services, there will be a surcharge if a redelivery is necessary unless "Authority to Leave" has been advised at the time of booking, please email us before booking so we can advise.

Some areas will be subject to a remote area surcharge. This may not always be calculated at the time of booking and may be charged after booking.

You are pre-paying for the transportation charges. Any Customs charges will be passed on in addition should they arise. Please see the Customs clearance section. Please note that all services require a Bar-coded label to be printed out and attached to the parcel/s. Manual paperwork must not be used or the carrier will bill you directly instead of prepaid on our account. If the carrier uses manual paperwork you will be charged a surcharge of \$55.00.

**EXCLUSIONS:**

A receipt must always be obtained on collection of your consignment. No claim can be made if a collection receipt has not been obtained, as there is no proof that the carrier has collected the parcel. In such a case a full refund will not be given, as there is no proof of service taking place.

Collections only done from ground floor level, sender must bring items to ground floor to make available for driver to collect.

Your consignment/s must be packed to a professional standard, packed within a double walled box with the contents cushioned and protected inside. The packaging must also be sufficient to protect the products weight. Any claim resulting from a parcel that is not packaged to a professional standard and in line with the above will be declined.

In addition, the sender will be liable for any damages caused in transit to other consignments or property resulting from sending a consignment that is insufficiently packaged.

Please note warranty coverage does not cover damage to external packaging including boxes, suitcases, backpacks, bags, storage boxes, crates, tool boxes, etc. Warranty coverage is also not provided for any documents including legal documents, certificates, passports, books, magazines or documents of any kind.

Voyages/transits from ports and/or places world-wide to Australia, within Australia & from Australia to ports and/or places world-wide are covered by road, rail, air, sea & postal conveyances. However, this warranty specifically excludes voyages/transits to from or within:

Africa: Algeria, Central African Republic, Borkina Faso, Chad, Democratic Republic of Congo\*, Djibouti, Eritrea, Ethiopia, Guinea, Cote D'voire (Ivory Coast)\*, Kenya, Madagascar, Nigeria, Rwanda, Sierra Leone\*, Somalia\*, Sudan\* & Zimbabwe\*; Caribbean: Cuba\*; Eastern Europe: Belarus\*, Confed'n of Independent States, Georgia, Kazakhstan, Tajikistan, Turkmenistan, Ukraine & Uzbekistan; East Asia: North Korea\*; South Asia: Afghanistan\*, Iran\* & Pakistan; Southeast Asia: Burma (Myanmar)\*; Western Asia: Azerbaijan, Iraq\*, Lebanon\*, Liberia, Syria\* & Yemen; South America: Bolivia, Colombia; Other: Any country where local legislation precludes the warranty from being placed outside of that country or requires warranty to be placed in the locality of that country.

\* Subject to United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, European Union, United Kingdom or United States of America. No warranty is provided for above locations and any premium paid will be void and no claim can be made.

No claim can be made for a Prohibited / Restricted item and any warranty paid will be void.

Prohibited / Restricted Items / Items not boxed or sufficiently packed are excluded from our services and could be subject to delay / return / Held for collection by customer. Such goods could also be discarded if (A) they are damaged to such an extent such as smashed glass (B) If goods have been held for collection by customer and the time limit advised has been exceeded. Please be aware in such a circumstance, the customer will be aware that collection of said goods must be arranged by a certain date or the goods may incur storage charges, and finally discarded at a cost payable by the sender. No claim for loss or damage can be made on a Prohibited / Restricted Items / Items not boxed or sufficiently packed are excluded from our services and if sent are sent at the owner's risk.

No claim can be made for a Hazardous / Dangerous consignment.

Hazardous / Dangerous goods are strictly prohibited from our services. Failure to declare Dangerous goods can lead to prosecution where unlimited fines and imprisonment is possible.

Please see the Prohibited / Restricted Items section in Help and information No claim can be made for an item delivered without signature to a 'Driver Release area' (See Definitions) or with 'Authority To Leave'

The maximum claim value on each consignment is \$100 unless enhanced warranty cover is taken at the time of ordering. If enhanced warranty cover is not offered or available DTDC Australia's liability remains a maximum value of \$100.

DTDC Australia Pty Ltd operates an automated booking service. If you chose to purchase additional warranty cover on a Prohibited / Restricted item the cover is will be void. Requests for warranty cover refunds on Prohibited / Restricted can be made via email and must be received no later than 7 days from the order date.

Please note that any item traveling through our services must be able to withstand a 1 meter short drop, fragile items should not be sent through our services. Any item that is damaged as a result of a fall, with the packaging intact will therefore be declined. Please see our packaging guidelines and Prohibited / Restricted items in addition.

If the outside packaging is intact, then any claim for damage to the consignment will be void, as the internal packaging would not have been sufficient to protect the product.

Parcels should not be strapped or attached together. This is not a secure way for parcels to travel in the courier network. No claim can be made for any additional item that was strapped to the original in the event that they become separated in transit.

If the item is moved / repaired or if the packaging is not kept until the claim is completed, then the claim will be voided.

The damaged item together with all packaging must be kept until the claim is concluded as more photographs or inspection of the item may be necessary. If the damaged item and or packaging are not kept the claim will be invalid.

Please be aware that you must sign for goods as "damaged" if this is the case. If you sign for goods in good condition, you will not be able to proceed with a claim. If you are unable to check when the driver is there, please sign for goods as "unchecked". No claim can be made for an item that has been requested to be returned but then delivered to the receiver. We cannot guarantee to stop any item once in transit, although will try and do so if requested.

Any claim must be brought to us within 7 days of receipt in the case of delay/damage, and 28 days in the case of loss.

Claims can only be re considered up to a period of 12 weeks after dispatch as the carrier only holds records for up to this period. If you wish to contest any claim decision, please write in to the Customer Service Director within this period.

All door to door prices are inclusive of pick up, delivery at the receiver's address, online tracking service for ROAD / AIR freight, and exclusive of customs charges, customs duties and any taxes, customs high value clearance, customs personal effects clearance, quarantine inspections or treatment, destination THC or port charges if any, port storage if applies on your consignment, pick up / delivery above ground floor, bad access (long walk, shuttle, etc.), pickup or delivery that requires forklift due to heavy load over 30kg per item, wait time for collection or deliveries, futile collection or deliveries. Read service details section in T's & C's for further information on exclusions per service.

The delivery time frame is approximately 7-14 business days for economy AIR and 3-20 weeks for SEA delivery from / to metro cities for selected countries as per DTDC Australia website. All timeframes are estimates only and not guaranteed.

The pickup / delivery date and time may vary due to unforeseen transportation circumstances.

The prices shown are based upon the consignment details provided by you.

Price may change due to actual weight of the consignment and dimension of the box (LxWxH) cm. Price is based on whichever is higher either actual weight or volume weight.

Calculation for Volumetric weight on International consignments: -

Length X Breadth X Height (in cm's.) Divided by 5000 = Volumetric weight

Calculation for Volumetric weight on Domestic consignments: -

Length X Breadth X Height (in cm's.) Divided by 4000 = Volumetric weight

The actual transit time for your consignment is likely to be longer if your consignment is deemed by your location authorities as having a high value. Sea Freight volume calculated per Cubic Meter or per Metric Tonne, whichever is higher.

**SERVICE DETAILS:**

All Door to Door prices are inclusive of pick-up, and delivery at the receiver's address, online tracking service for DOMESTIC and AIR FREIGHT.

Sea Freight Door to Door prices are inclusive of pick-up and excludes any destination clearance charges, terminal handling charges, duties, or taxes at destination. Also, no tracking available for sea freight.

Sea Freight Door to Port Only prices are inclusive of pick-up and excludes any destination charges, clearance charges, terminal handling charges, duties, taxes, or delivery at destination charges. Also, no tracking available for sea freight. (No food, drink, medicines or consumables can be sent via this service). Sailing BOL details will be provided once vessel space has been booked. It is your responsibility to contact destination handling agent 2 weeks prior to vessel arrival date to arrange to pay destination fees and arrange clearance. Personal effects must be the same sender and receiver name and you must provide proof that you are a resident of the destination country prior to sailing. All shipments are to be customs cleared by consignee or consignee's chosen agent at the port of discharge before being on-forwarded to final destination port. You will need to arrange collection of your cargo from the discharge port / final destination port. For a guide on destination charges please copy and paste the following link in web browser and download the guide: - <https://dtcdcaustralia.com.au/Sea-Freight-Destination-Charges-GUIDE-ONLY.xls>

This is a guide only and prices can change at any given date, plus additional charges may apply at destination. Some charges are per shipment and some per CBM or Metric Tonne. Door to Airport prices are inclusive of pick-up and tracking to AIRPORT ONLY and excludes any destination charges, clearance charges, duties, taxes, or delivery at destination charges. For all services - personal effects may incur additional customs clearance charges at destination.

Any prohibited items or batteries are not accepted with any service and a \$350 fine will apply

All delivery timeframes are estimates only and not guaranteed.

**PAYMENT METHOD:**

Payment is accepted via credit card or PayPal. The person who has made the booking must be the person whose name is on the credit card and the owner of the credit card. Upon booking consignment, we will ask for the booking clients Photo ID and copy of credit card used both front and back this must be provided by the booker when requested in order to comply with Australian Law.

DTDC Australia Pty Ltd reserves the right to charge additional fees to the customer / clients / owners' credit card for any overweight, over size, futile trips, duty charges or exclusions payable.

If the customer / client / booker does not want to proceed with the order and the order has already been collected from the customers' pickup address, DTDC Australia Pty Ltd reserves the right to charge an additional fee to the customer / client / owners' credit card for collection and return of the effects back to the client / booker. This fee will vary depending on weights and dimensions plus delivery locations. Additional fees will be charged for regional pickup / delivery areas within Australia and any overseas location.

**LIABILITY:**

Guaranteed pickup / delivery / transit times are not offered. No services include a Guarantee on pickup / delivery / transit times quoted are issued as a guide / estimation only.

The person placing the order is responsible for the information entered. DTDC Australia Pty Ltd will not be held responsible for wrong or insufficient information that is provided / entered and any delay this may cause. No refunds will be given in this instance.

On the advised services, the driver will leave a Waybill document that you may have to complete with the to and from address details.

It is the customer's responsibility to ensure that all the details are correctly completed and displayed on the correct parcel / consignment and no claim or reduction will be made if the item / parcel is sent and the details were incorrect or placed on the incorrect item / parcel. It is not the driver's responsibility to check this information, so please ensure this is checked before he leaves.

The sender will be liable for any damages caused in transit to other consignments or property resulting from sending a Prohibited / Restricted item or an item that is insufficiently packaged.

You are pre-paying for the freight charges and DTDC Australia Pty Ltd applies these charges on your behalf to its account with the relevant carrier. DTDC Australia Pty Ltd are not liable for any customs, quarantine or storage charges, which may arise.

Liability is limited to the negligence of the company carrying the goods. Such liability is further limited to the direct loss suffered by the customer who placed the order with DTDC Australia Pty Ltd only, to the covered maximum, not the receiver of the goods.

DTDC Australia Pty Ltd will accept no Liability for any Prohibited / Restricted Items that is sent through our services and subsequently damaged or lost. No claim can be made for a Prohibited / Restricted item as they are either excluded from our services or as in both cases sent at the sender's risk. A customer ticks to state they have read the Prohibited / Restricted items and the Terms and Conditions at the time of ordering.

Loss or damage under the following conditions will not be covered:

Acts of God

Consequences of war

Insufficient packaging / Incorrect labelling

Prohibited / Restricted Items - listed in our Help and information section

DTDC Australia Pty Ltd will deal with the person who placed the order only.

Liability is also limited to the cost of sending the item only and to the covered value of the consignment of up to a maximum of \$100 if a claim is raised. We will not be liable for any claim for loss of profit, use, breach of contract, loss of revenue, administrative inconvenience, disappointment, or indirect, incidental, financial or consequential loss or damage arising out of, or in relation to, the service you ordered.

Total liability to you in all respects, and for any type of loss, cost or damage whatsoever arising will be limited to \$100 per consignment unless you have purchased additional warranty cover through us, where the limit of liability will be the cover purchased at the time of ordering. DTDC Australia Pty Ltd is not a common carrier and accepts no liability as such.

Nothing in this Agreement shall be deemed to limit or exclude DTDC Australia Pty Ltd.'s liability for fraud or for death or personal injury caused by DTDC Australia's negligence or to the extent otherwise not permitted by law.

You will indemnify DTDC Australia Pty Ltd in respect of all claim demands, damages, liabilities, costs or expenses incurred by DTDC Australia Pty Ltd or employees, agents, franchisee's or sub-contractors in relation to any claims by third parties arising in connection with this agreement, or as a result of DTDC Australia Pty Ltd providing services, which are in excess of the liability of DTDC Australia Pty Ltd under this agreement. Any claim must be brought to us within 7 days of receipt in the case of damage, and in 28 days in the case of loss.

By placing a booking / order with DTDC Australia Pty Ltd via any means, you agree that you have received, read and understood: -

<https://www.dtdcaustralia.com.au/useful-information/forms/terms-condition/>

a copy of the Terms & Conditions and you accept the option you have elected.

**SEVERABILITY:**

If any part of these terms and conditions is found to be unenforceable as a matter of law, the enforceability of any other part of these terms and conditions will not be affected.

**GOVERNING LAW:**

These terms and conditions and any contract between us shall be governed by and interpreted in accordance with the local Law and the Australian Courts shall have jurisdiction over any disputes between us.

**STATUTORY RIGHTS:**

These terms and conditions are in addition to your statutory rights as a consumer, which remains unaffected. The Contracts (Rights of Third Parties) Act 1999 shall not apply to this agreement.

**COMPLAINTS:**

We aim to provide outstanding customer service. If you have any complaint about the service you have received from us, please contact us via Email [complaints@dtcdcaustralia.com.au](mailto:complaints@dtcdcaustralia.com.au) or call 1300 658 775. Please allow 7 working days for a response to any written correspondence.