

Additional charges

| Item | Explanation of charge | Per Consignment or Item (ex. GST) Multiple may apply |
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| Redirection Fee (RDR) | Should your consignment require redirection, within the metro area (outside of our delivery choices) an additional charge of \$10 per item applies. This includes, but not limited to incorrect / insufficient address consignment details. Should your redirection be required to travel outside the metro area of the original delivery destination, a new label will be required. This fee will be reflected on your invoice with a new consignment number and the Redirection service code (RDR) and your customer reference being the original consignment number. | \$10.00 per item Effective 31 July 2023 |
| Length Surcharge | As outlined in our Freight Profile Specifications, an additional charge applies to any item that is 1.2m-1.8m in any one dimension. A separate invoice will be supplied for these charges. | \$10.00 per item Effective 31 July 2023 |
| Return to Sender (RTS) Fee | This fee applies to any consignment or part thereof, that needs to be returned to sender for any reason. Should the sender refuse delivery of the RTS freight or the RTS freight is unable to be returned to the sender, the fee will still apply. This fee will be reflected on your invoice with a new consignment number, Return to Sender service code (RTS) and your customer reference being the original consignment number. | \$10.00 per item Effective 5 September 2022 Deployment 17 April 2023 |
| No Data Fee | As outlined in our Freight Profile Specifications, we require timely receipt of accurate data, including but not limited to: <ul style="list-style-type: none"> • Dead weight • Cubic weight • Contact details – including valid receiver mobile and / or email address • Data transfer – On the day of dispatch, 30 minutes prior to freight collection or drop off at CouriersPlease facilities Should any of the above details be found to be delayed, missing or inaccurate, a fee per consignment will be incurred and a separate invoice for the consignments found will be sent. | \$5.00 per consignment Effective 5 September 2022 |

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| Reweigh Fee | Should your consignment be found to be underdeclared and we need to reweigh it to reflect accurate dead and or cubic weight, a \$5 Reweigh Fee per consignment will be applied. A separate invoice will be supplied for these charges. | \$5.00 per consignment Effective 5 September 2022 |
| Credit Note Processing Fee | When processing credit notes, at the request of the customer, for reasons outside of our control, a fee of \$30 will be applied per invoice for each application. | \$30.00 per application Effective 5 September 2022 |
| Oversize fee | Should the consignment be outside our Freight Profile Specifications in relation to length, dead and/or cubic weight per item and/or total weight allowance per consignment, an oversize fee will apply, as well as any additional handling fees and a delay in delivery may occur. | \$50.00 per consignment Effective 10 September 2018 Deployed 10 August 2020 |

