

Additional Charges

Item	Explanation of charge	Per Consignment or Item (ex. GST) Multiple may apply
Redirection Fee (RDR)	Should your item require redirection, within the metro area (outside of our delivery choice options) 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
Length Surcharge	An additional charge applies to any item that is 1.05m or over in any one dimension. A separate invoice will be supplied for these charges. No dimensions will be reported on manually detected items.	\$15.00 per item
Return to Sender Fee (RTS)	This fee applies to any item 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
No Data Fee	As outlined in our Freight Profile Specifications, we require timely receipt of accurate manifested data, 30 minutes prior to freight collection or drop off at CouriersPlease facilities, on the day of dispatch. A fee per consignment will be incurred and a separate invoice for the consignments found will be sent.	\$5.00 per consignment
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
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 invoice

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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 for each of the above specifications, as well as any additional handling fees. A delay in delivery may occur.	\$75.00 per consignment

Effective 6 May 2024