

# Air Courier Terms & Conditions



1. **BOOKING:** Bookings for our Consolidated Air Courier should be made directly with Astro 3 agents. An invoice will be sent to your email/ WhatsApp along with details on payment. Your booking will only be secured once we have received your payment.
2. **INSURANCE:** Insurance cover is optional and can be purchased during booking. **Insurance premium charges** apply. Under no circumstances shall Astro 3 be held liable for any loss or damage to your cargo.
3. **RATE:** Pick up rate applies from Truganina, VIC 3029 storage.

Distance (kms)	Rate per kg (AUD)	
	Up to 10kg	11-20 kg
0-20	10	15
21-30	15	20
31-40	20	25
41-50	25	30
51+	30	35

4. **PICKUP FROM APARTMENT/UNIT BUILDING/BASEMENT/DIFFICULT ACCESS:** Customer should place items ready for pickup as close as possible to where Astro 3 vehicle can park. Pickup of items where it involves stairs or lift access will incur an additional \$10 per box. Similarly, if items are placed for pickup in basement or any other areas where access is deemed to be difficult and requires extra work, Astro 3 has the right to charge a difficult access fee.
5. **WEIGHT LIMIT:** Maximum weight of **20kg/item** applies per parcel. A separate delivery handling charge may also apply in Malaysia.
6. **REQUIRED DOCUMENTS:** The shipper is required to submit via email/ WhatsApp to **info@astro3.com.au** a clear and legible copy of each documents listed below at least **7 business days prior to the pickup day**. Delays in submitting these documents might lead to delayed pickup.
  - i. Macrolink Express Consignment Note (CN) (attached on the parcel)
  - ii. Shipping Invoice (completed & signed)
  - iii. Passport (for used/ old items only)
  - iv. Client Checklist & Instructions (for personal reference only)

7. **PACKING**: It is the responsibility of the shipper to pack items correctly. Any valuables should not be left exposed and packaging should not give any indication as to the content. Sturdy boxes and adequate paddings should be used especially for fragile items. Under no circumstance shall Astro 3 be held liable for any loss or damage to your cargo.
8. **RE-PACKING**: Repacking charges may apply should any packaging fail during transit in Australia. This may include the cost of the packaging along with the labour cost involved.
9. **SPECIAL HANDLING GOODS**: Laptops, tablets, power tools, lithium batteries, power bank, video camera, watch, mobile phone & all electronic devices with lithium batteries in them are classified under "Class 9 Dangerous Goods" will be charged at **\$30** per parcel.
10. **PROHIBITED/RESTRICTED ITEMS**: Shipper should not send any **Prohibited/Restricted items**. Penalty charges may apply if any prohibited goods are discovered in any consignment. Restricted items may be subject to non-collection, delay, return or disposal. If a restricted item is collected for shipment and then later returned, no refund of carriage will be given and return charges may be applicable. Furthermore, the sender will be liable for any damage or loss to other parcel resulting from their shipment of a prohibited or restricted item.
11. **MACROLINK EXPRESS CONSIGNMENT NOTE (CN)**: Customer must print and attach CN to each individual item prior to pick up. The CN will be emailed/ WhatsApp to Customer prior to the pickup date. An administrative fee of **\$10.00 per box** is applicable should Customer fails to label items with the CN.
12. **PICKUP DATE & TIME**: Pickup date and time is not guaranteed and should only be taken as a guide. If the pickup driver has not turned up within the allocated time frame please contact us immediately to arrange a re-booking of pickup. Pick up fees applied.
13. **FAILED PICKUP**: Should Customer or Representative of Customer failed to be at pickup address, or failed to answer the door, or failed to answer the phone, or the items are not ready when the pickup driver has arrived for pickup, a failed pickup surcharge of **\$30.00** will apply to rearrange another time for pickup.
14. **PICKUP REFUSAL**: The pickup driver has the right to refuse to pick up items for any valid reason such as but not limited to failure to label items, insufficient/poor/unsafe packing, dirty/soiled/wet items or the consignment being too large/heavy. In which case a failed pickup surcharge of **\$30.00** will apply to rearrange another time for pickup.
15. **BOOKING AMENDMENTS**: Any changes to pick up or delivery address after booking has been confirmed and prior to pickup will incur an administrative fee of **\$30**.
16. **TRANSIT TIME**: Shipper can expect their shipment to be delivered to the delivery address within 7-14 days from the Estimated Time of Departure (ETA) of flight. Please note this is only a guide and should not be taken as a guarantee as unexpected delays beyond our control can occur.

17. CANCELLATION POLICY: Booking can be cancelled before the booking is secured. After booking has been secured, a **cancellation fee** of **\$50** will apply. Booking cannot be cancelled once items have been picked up.
18. TAXES & DUTIES: Government taxes, duties and customs fees are not included within the shipping rates and, if applicable, are payable directly by shipper prior to final delivery. The customer will be notified either by Astro 3 or directly by Customs officials if any payment is required. Astro 3 has no control over any customs queries, delays or charges that may arise. Enquiries regarding custom taxes or duties should be directed to the appropriate official custom department
19. EXCESS CHARGES: All additional charges of handling fees or other applicable surcharges or fees will be charged to the customer. An invoice will be created under your account and emailed/ WhatsApp to you. Astro 3 have the right to withhold delivery of your items in the event that your account is overdue. Furthermore, storage fees may also apply in the case that we need to hold your items pending full payment or excess charges.
20. RESERVED RIGHTS: Astro 3 reserves the right to decline/refuse our products and services to any party for any given reason.
21. SUBJECT TO CHANGES: These terms and conditions are subject to change without notice, from time to time in our sole discretion.

