

Sea Cargo Terms & Conditions



1. **BOOKING:** Bookings for our Budget Sea Cargo Shipping 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. **MAXIMUM NUMBER OF ITEMS PER CBM:** A limit of 8 items applies for each cubic metre(s) booked. Should the number of items exceed the allowable limit, it will be charged at an increment of 0.5 CBM for each additional 4 items exceeding the allowable limit.

After the first 1 CBM, bookings will be charged at an increment of 0.5 CBM.

4. **RATE:** Pick up rate applies from Truganina, VIC 3029 storage.

Distance (kms)	Rate per box (AUD)
0-20	25 (+5 for each additional box)
21-30	30 (+5 for each additional box)
31-40	35 (+5 for each additional box)
41-50	40 (+5 for each additional box)
51+	45 (+5 for each additional box)

5. **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 or without parking area for Astro 3 vehicle 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.
6. **WEIGHT LIMIT:** Maximum weight of **25kg/item** applies for tea chest box 104L or tea chest box 52L. Extra **handling charges** of **\$10/kg** apply for every kg exceeding 25kg. A separate delivery handling charge may also apply in Malaysia.
7. **EXCESS VOLUME/ Odd Size:** The volume and weight of each item will be measured and recorded after items are received at Astro3's storage facility. If the shipment exceeds the volume booked, then the excess volume charges will be imposed at an increment of 0.5 cbm. **Additional \$10 per box will incur for any odd size box exclude oversize box. For weight exceeds maximum weight permitted per item, every additional kg will be charged at \$10/kg.**

8. **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. Completed and signed DO form
 - ii. Packing List (in details per pieces/ qty, refer to client's checklist & instructions)
 - iii. Passport (Required for custom clearance purposes)
 - iv. **IC (front AND back)**
 - v. Student/Work ID (if available)
 - vi. If a student, and returning to Malaysia for good, apply for letter of completion for the purpose of tax exemption via Education Malaysia Australia (EMA) webpage.
9. **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 circumstances shall Astro 3 be held liable for any loss or damage to your cargo.
10. **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.
11. **SPECIAL HANDLING GOODS:** Large furniture including wardrobe, sofa, couch, bed, mattress, tables or electrical appliances including fridge, TV, washing machine, dryer, etc. are considered as special handling goods if heavier than **25kg** or longer/taller/wider than **1.5m**. Special handling charge of **AUD70/item** or **AUD10/kg/item**, whichever is lower, shall be charged per item for delivery in Malaysia.
12. **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 cargo resulting from their shipment of a prohibited or restricted item.
13. **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.
14. **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.

15. 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 **\$60.00** will apply to rearrange another time for pickup.
16. 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 **\$70.00** will apply to rearrange another time for pickup.
17. 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**.
18. TRANSIT TIME: Shipper can expect their shipment to be delivered to the delivery address within 30-60 days from the Estimated Time of Departure (ETA) of vessel. Please note this is only a guide and should not be taken as a guarantee as unexpected delays beyond our control can occur.
19. CANCELLATION POLICY: Booking can be cancelled before the booking is secured. After booking has been secured, a **cancellation fee** of **\$80** will apply. Booking cannot be cancelled once items have been picked up.
20. 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
21. EXCESS CHARGES: All additional charges of excess weight, excess volume, 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.
22. ADVERTISED RATES: All prices quoted on our Website, Facebook Page and other related posters or advertisements are in AUD, unless otherwise specified, and prices is subject to change from time to time.
23. RESERVED RIGHTS: Astro 3 reserves the right to decline/refuse our products and services to any party for any given reason.
24. SUBJECT TO CHANGES: These terms and conditions are subject to change without notice, from time to time in our sole discretion.