

16 July 2026: FreightSafe Warranty & Extended Warranty: Cover for Loss & Damages

This is a friendly reminder that FreightSafe Warranty and Extended Warranty programs for loss and damages are readily available to you.

Just to give a quick recap, FreightSafe Warranty is a limited 3rd-party program that covers goods up to \$1,000 with no excess. On the other hand, Extended Warranty is a more comprehensive option that covers up to \$100,000 for domestic shipments and up to \$50,000 for international shipments.

What is FreightSafe?

FreightSafe is a limited third-party warranty program that provides automatic protection for your shipments booked through InXpress. Once enabled in your account, it covers goods up to \$1,000 of their wholesale value without excess, offering peace of mind for both domestic and international deliveries at a low fixed cost per shipment. It's designed for everyday shipping needs, giving you quick and simple coverage without the hassle of manual setup.

What is Extended Warranty?

Extended Warranty is an extensive, on-demand warranty option for shipments booked with InXpress, offering coverage of up to \$100,000 for domestic shipments and \$50,000 for international shipments. It can be added while booking in Webship, making it a flexible solution for high-value shipments that need greater protection than standard warranty coverage.

Here are the key features of both cover options:

- FreightSafe Warranty: Opt-In Required – Yes (upon request during account setup); Type – Automatic cover upon opt-in; Ideal For – Everyday shipments; Cost – Domestic shipment \$2.90 + GST, International shipments \$6.00 all-in; Coverage Limit – Up to \$1,000; Covers Fragile Goods – No.
- Extended Warranty: Opt-In Required – No (ad-hoc per shipment); Type – Optional cover; Ideal For – High-value shipments; Cost – Based on declared value & nature of goods; Coverage Limit – Up to \$100,000 for domestic shipments, up to \$50,000 for international shipments; Covers Fragile Goods – Yes.

Both FreightSafe Warranty and Extended Warranty provide valuable protection for your shipments with InXpress. Here's a detailed overview of each coverage.

FreightSafe Warranty FAQs

Have you opted in?

You would have been asked at the time you signed-up with InXpress if you wish this switched on or off. If unsure and you wish this enabled in your account, contact your Account Manager or Freight Consultant immediately.

How do you get covered?

When switched-on, all shipments automatically gets covered by FreightSafe. No manual steps required.

How much do I get covered?

Up to \$1,000 of the wholesale cost of the goods, not the retail cost.

How much does it cost?

It costs \$2.90 + GST for domestic and \$6.00 (GST-free) for international shipments per shipment.

What does it cover?

If opted in, it covers every single shipment that you ship through InXpress & other pre-approved eCommerce & integration platforms with your Freight Consultant. It does not cover for freight charges.

Are there any exclusions?

Yes, there are exclusions, goods such as:

- Currency, negotiable instruments, antiques, works of art, drugs, weapons, living animals or plants, cigarettes, tobacco and tobacco products, valuable documents, personal effects or items of sentimental significance and irreplaceable items.
- Home removals or any transit involving moving household goods from one residential property to another residential property.
- Perishable items or items requiring refrigeration or a temperature-controlled environment unless they were consigned in a suitable temperature-controlled environment provided or approved for use by InXpress Australia or its contractors and agents.
- Dangerous goods in the following categories: Class 1 explosives; Class 4.2 substances liable to spontaneous combustion; Class 6.2 infectious substances; Class 7 radioactive material.
- Goods Left with Authority at delivery are excluded; also called Authority to Leave (ATL) delivery.

How early should I report damages?

Send email/written notice to your Freight Consultant.

- Damaged shipments: Within 1 business day from time of goods receipt, if Proof of Delivery (POD) is signed 'in good condition', otherwise, warranty is voided.
- Damaged shipments: Within 7 business days from time of goods receipt, if POD is signed 'damaged' whereas packaging shows apparent damage, otherwise, warranty is voided.
- Lost shipments: Within 14 business days from ETA if goods have gone missing.

How do I submit a claim?

Click on the claim link in the website announcement for steps to file Freightsafe Warranty claims. Evidence during submission will be required.

Full Terms and Conditions

au.inxpress.com/freight-safe/

Extended Warranty FAQs

Do you need to opt-in?

No, you do not need to opt-in. Cover via Extended Warranty can be availed on an ad hoc basis on shipments booked in Webship.

How do you get covered?

Extended Warranty cover must be added while booking shipments in Webship.

How much do I get covered?

It's up to you. When in the process of booking a shipment, enter the wholesale cost of the goods plus the freight cost in the InXpress Warranty field, so you get covered for both goods and freight charges.

How much does it cost?

The cost of warranty will depend on the value that you will declare to be covered. It will be quoted to you in Webship as you complete the shipment details.

What happens with my Freightsafe Warranty if it's enabled in my account?

Freightsafe Warranty covers the first \$1,000 of your protection. When opted in, your warranty cover will automatically default to \$1,000, unlike those who are opted out, whose default cover is \$0.

Extended Warranty acts as additional cover, protecting the remaining declared value of your shipment up to the amount specified in your booking.

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Should you require clarifications on this, do not hesitate to reach out to your Freight Consultant or Account Manager for further guidance. Thank you.