

16 April 2026: FreightSafe & FreightInsure: Cover for Loss & Damages

It may have been a while since we shared information about FreightSafe and FreightInsure.

Just to give a quick recap, FreightSafe Warranty is a limited 3rd-party program that covers goods up to \$1,000 without excess. On the other hand, FreightInsure Insurance is an extensive insurance option that covers up to \$50,000 in damages.

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 FreightInsure?

FreightInsure is an extensive, on-demand insurance option for shipments booked with InXpress, offering coverage of up to \$50,000 and protection for fragile goods like glass products. It can be added after booking through Webship or directly via the FreightInsure portal, making it a flexible solution for high-value or sensitive shipments that need greater protection than standard warranty coverage.

Key features of both cover options

- FreightSafe: Opt-in required upon request during account setup; automatic warranty upon opt-in; ideal for everyday shipments; up to \$1,000 cover; domestic \$2.90 + GST and international \$6.00 all-in.
- FreightInsure: No opt-in required; optional insurance; ideal for high-value or fragile shipments; up to \$50,000 cover; cost based on declared value and nature of goods.

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

FreightSafe 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 get 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 Webship, Webship Freight, Machship, StarShipIT, Shopify and other pre-approved eCommerce & integration platforms with your Freight Consultant.

How do I get cover for shipments booked with carriers not setup in the above platforms?

Add cover through FreightInsure via freightinsure.com/inxpress/, or contact your Account Manager or Freight Consultant anytime if you wish to know more.

Are there any exclusions?

Yes, there are exclusions. Goods such as currency, negotiable instruments, jewellery, gemstones, wrought or unwrought metals, antiques, works of art, securities, drugs, weapons, living animals or plants, refrigerated goods, used/second-hand goods, cigarettes, tobacco and tobacco products, valuable documents, glass or glass-related products are not covered.

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.

- Within 2 business days from time of goods receipt, if Proof of Delivery (POD) is signed 'in good condition', otherwise, warranty is voided
- Within 14 business days from time of goods receipt, if POD is signed 'damaged' whereas packaging shows apparent damage, otherwise, warranty is voided

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/au-warranty-terms-and-conditions/

FreightInsure FAQs

Do you need to opt-in?

No, you do not need to opt-in. Cover via FreightInsure can be availed on an ad hoc basis on shipments booked with InXpress.

How do you get covered?

Insurance cover must be added straight after a shipment is booked with any InXpress partner carrier. There are 2 ways:

- After booking in Webship – use the FreightInsure quote and booking process.
- Via the FreightInsure link – freightinsure.com/inxpress/

How much do I get covered?

It's up to you. In the process of booking a cover, you will be asked for the total wholesale cost of the goods, not the retail cost, that you wish to be covered.

If the carrier that facilitated the delivery is unable to refund you the freight cost for the lost/damaged goods, FreightInsure will also provide up to \$250 cover for the freight cost spent.

How much does it cost?

The cost of cover will depend on the nature and cost of the goods that you will declare.

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

The warranty will still apply should you need to file a claim. When booking FreightInsure, make sure to deduct \$1,000 from the declared total wholesale cost of the goods. You can use both Freightsafe and FreightInsure hand-in-hand.

What does it cover?

Unlike Freightsafe, FreightInsure covers Fragile Goods like Glass Products. For more information, the Product Disclosure Statement (PDS) and Financial Services Guide (FSG) can be accessed via the link in the website announcement.

Are there any exclusions?

Yes, there are exclusions, including currency, negotiable instruments, antiques, works of art, drugs, weapons, living animals or plants, cigarettes, tobacco and tobacco-related products, valuable documents, personal effects or items of sentimental significance, and irreplaceable items.

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.

- Within 1 day from time of goods receipt, if Proof of Delivery (POD) is signed 'in good condition', otherwise, warranty is voided
- Within 7 days from time of goods receipt, if POD is signed 'damaged' whereas packaging shows apparent damage, otherwise, warranty is voided

How do I submit a claim?

Via the Claim Form link in the website announcement. Evidence during submission will be required.

Full Terms and Conditions

See the PDS and FSG links in the website announcement.

Quick reference guides:

- [Freightsafe Warranty](#) - filing a claim
- [FreightInsure Insurance](#) - booking a cover

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