

# 16 Oct 2025: FreightSafe and 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.

## FreightSafe

- **Opt-In Required:** Yes (upon request during account setup)
- **Type:** Automatic warranty upon opt-in
- **Ideal For:** Everyday shipments
- **Coverage Limit:**
  - Domestic shipments – \$2.90 + GST
  - International shipments – \$6.00 all-in
- **Cost:** Up to \$1,000
- **Covers Fragile Goods:** ✗ No

## FreightInsure

- **Opt-In Required:** No (ad-hoc per shipment)
- **Type:** Optional insurance
- **Ideal For:** High-value or fragile shipments

- **Coverage Limit:** Based on declared value and nature of goods
- **Cost:** Up to \$50,000
- **Covers Fragile Goods:**  Yes

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

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

Add cover through FreightInsure via <https://freightinsure.com/inxpress/>, 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 this [link](#) on steps to file FreightSafe Warranty claims. Evidence during submission will be required.

## Full Terms and Conditions

<https://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:

1. **After booking in Webship** – Click on this [link](#) on steps to quote & book FreightInsure Insurance cover
2. **Via Freight Insure link** – <https://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.

*\*\*\*Should 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 info on inclusions, the Product Disclosure Statement (PDS) and Financial Services Guide (FSG) can be accessed via this link – [PDS and FSG](#)

## **Are there any exclusions?**

**Yes, there are exclusions**, goods such as currency, negotiable instruments, antiques, work of art, drugs, weapons, living animals or plants, cigarettes, tobacco and tobacco related products, valuable documents, personal effects or items of sentimental significance, irreplaceable items.

**Goods Left with Authority** at delivery are excluded; also called Authority to Leave (ATL) delivery.

For more info on exclusions, the Product Disclosure Statement (PDS) and Financial Services Guide (FSG) can be accessed via this link – [PDS and FSG](#)

## **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 this link – [Claim Form](#). Evidence during submission will be required.

## **Full Terms and Conditions**

[PDS and FSG](#)

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.