

11 May 2026: Extended Loss & Damage Cover Up to \$100,000 Now Available

Following our update on Freightsafe Warranty in March 2026, we are pleased to advise that you can now add loss and damage cover to your shipments for up to AUD 100,000.00 for domestic shipments and AUD 50,000 for international shipments through our Freightsafe Extended Warranty program.

If you are opted IN to Freightsafe Warranty, you will continue to enjoy the peace of mind that all your shipments automatically receive a default cover of \$1,000, even without adding extended warranty. You also have the option to boost your cover up to \$100,000 (domestic)/\$50,000 (international), by adding extended warranty if you wish.

If you are opted OUT of Freightsafe Warranty, you have the flexibility to add cover up to \$100,000 (domestic)/\$50,000 (international) on a per-shipment, as-needed basis.

Please ensure that you review and understand the Freightsafe terms and conditions before using it for your shipments at au.inxpress.com/freight-safe/.

Quick steps on adding Extended Warranty

1. In Webship, the booking process stays the same. It now includes an InXpress Warranty field where you can enter the value of coverage that you require. This will be in the Package and Carrier details.

- For customers who are opted IN the original Freightsafe Warranty program, this field will show \$1,000 by default. Do not remove this value as you will receive an error.
- If you are opted OUT, this field will be empty by default.

2. When entering a value into the InXpress Warranty field, include both the value of goods and the freight cost that have been quoted. This ensures that both the value of goods and freight cost are covered under the warranty liability. If freight cost is not included, you will not be covered for freight costs.

Example: If goods are worth \$3,000 while freight costs \$83.04 - the value you want covered should be \$3,083.04.

3. The system won't allow you to enter amounts higher than \$100,000 for domestic shipments and \$50,000 for international shipments. You will receive an error if you enter values exceeding these limits.

4. As always, content descriptions must be descriptive of the actual contents of the shipment, as generic terms like "package" may result in the denial of claims. A hover box is located next to the new InXpress Warranty field to remind you of this.

5. Webship will quote based on what is entered in the warranty field.

If you have any questions, please reach out to your dedicated freight consultant or account manager.

Thank you.