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Shipping Information

Have you completed the relevant steps?

Shipper's Declaration This is compulsory for EVERY consignment being lodged for export to the IOT and is required to be completed on our website prior to delivering to our warehouse.

Export Compliant Invoice If consignment's Customs value exceeds AUD \$1999.99.

Booking Request Book your consignment for the Freighter if whole consignment is over 60kg.

Cargo for Virgin passenger flights will be lodged in order of category (see category list in our FAQs). Available space is dependent upon cargo allocation.

Packing & Labelling Package and label every piece of freight, any individual package over 60kg will lodged on Freighter service. If the consignment contains Dangerous Goods, please clearly mark and/or separate.

Risk Assessment Only required for fortnightly freighter. Obtain a risk assessment for freight if your consignment is over ANY of the following weights and dimensions: **1000kg / L290cm x W195cm x H120cm**

All cargo for Virgin passenger flights must be under 300cm in length and individual pieces no heavier than 60kg.

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Shipper's Declaration & Export Compliant Invoice:

A Shippers Declaration needs to be completed, for each consignment, prior to delivery.

1. Go to <http://www.freightshop.com.au> to complete and submit declaration. This can be done at our office.

If you cannot get internet access or have issues completing the electronic form, please get in touch with us at 08 9477 6088.

For shipments over AUD \$1999.99 in value a copy of the commercial invoice must be uploaded when submitting your Shipper's Declaration or emailed to perth@freightshop.com.au prior to delivery. The invoice must contain the following information:

1. Detailed description (this is for us to classify your goods)
2. A Customs value (e.g. recommended retail price, no discounts, minus GST. Free items must also be given a RRP).
3. Incoterms <http://en.wikipedia.org/wiki/Incoterms> - (if customer paying freight, FOB. If supplier paying freight, DAP/DAT).
4. Invoice terms (e.g. payment in 30 days, paid in full).
5. Country of manufacture (if Australian made we require State to be provided).
6. Currency code (e.g. Australian Dollars – AUD).
7. The net weight of each line item in the shipment (if this is difficult information to retrieve, call or send an email to discuss).

For special situations i.e. personal effects or second hand goods please contact Freightshop for instructions (08)9477 6088.

Exporter Obligations:

Customs and Border Protection requires that export data be accurate, and it is the responsibility of exporters and their agents to ensure that export declarations are completed correctly.

<https://www.homeaffairs.gov.au/Cargosupport/Documents/exporterobligationsandreportingrequirements.pdf#search=exporter%20obligations>

Booking Request Cargo Space for the Fortnightly Freighter Service:

All consignments over 60kg for the fortnightly Freighter Service are required to be booked. All consignments under 60kg are automatically booked for you. To make a booking request please email the following to perth@freightshop.com.au:

1. Intended date of export
2. Supplier details
3. Receiver details
4. Destination island
5. Description
6. Weight
7. Service Level (Priority or General)

Packing & Labelling

Labelling:

It is a Customs requirement that all goods are labelled with Consignee and destination Island. If required, the following labels must be on each package: orientation (this way up) labels, refrigerate, freezer, fragile, do not break down.

Packaging:

For information on packaging requirements please see below. Freightshop can repack your cargo by pre-arrangement only. Conditions apply. Please contact our office for details.

All freight delivered for export must first be packaged, labelled and documented ready for uplift. Any freight which does not meet specifications may be rejected without notification. All goods must be packed in a sturdy outer package with all sharp ends and protrusions covered.

Frozen goods must be in plastic lined foam eskies and sealed. The airline and Freightshop will not be held responsible for the condition of goods if the goods are not packed in the required manner.

Live Fish and Frozen Seafood Please follow this link to our website for downloadable instructions with packaging requirements: www.freightshop.com.au/air-freight-cocos/sites/default/files/Seafood%20%26%20Aquarium%20Fish%20Packaging.pdf

Liquids that are not in a sturdy outer packaging with screw top lids must be placed in sealed plastic bags before being packaged into outer packaging.

Paint in tins must be packed as follows: lid is to be taped closed, tin placed in plastic bag with absorbent material then placed into a sturdy carton and sealed. This requirement relates to “pop top” tins only.

Fine Powders such as flour, cement, grout etc must be sealed in sturdy plastic bags.

WET ICE IS NOT ALLOWED ON EITHER SERVICE

Dangerous goods

Dangerous goods must be packed as per the IATA DG regulations and be DG checked in accordance with IATA current regulations before travelling on any aircraft. Early lodgement is required. Please see cut-off times under Flight Schedules in our Downloads section of our website.

Dangerous goods include articles and substances which are flammable, corrosive, toxic, oxidizing, explosive, radioactive, infectious, compressed gases, dangerous when wet, spontaneously combustible, self-reactive, organic peroxides and regulated material.

Lithium Batteries: Lithium Batteries travelling without the equipment they are designed to power are **FORBIDDEN** on all air services to the islands.

All shipments containing Lithium Ion / Metal Batteries packed with or contained within must be declared when submitting a Freightshop Shipper's Declaration.

When Delivering goods containing Lithium Batteries please abide by the following

- 1 Provide a 2013 or newer Material Safety data Sheet (MSDS) to accompany the goods
- 2 Have battery terminals isolated and devices protected from accidental activation
- 3 The Package/s containing Lithium batteries must be easily identifiable and marked

Lithium Ion Batteries that are less than 100wh in capacity will be permitted to travel as cargo under a Lithium Packaging Instruction. (With the following restrictions. No more than 5kg Net of Batteries per package, correct equipment piece count to match allowable number of batteries being sent.)

Lithium Ion Batteries exceeding 100wh in capacity must be declared as a fully certifiable Dangerous Good. Please contact Freightshop for a fee structure regarding Lithium Batteries that are fully certifiable and/or travelling under a packaging instruction.

Lithium Metal Batteries that contain less than 2 grams of Lithium will be permitted to travel as cargo under a Lithium Packaging Instruction. (With the following restrictions. No more than 2.5kg Net of Batteries per package, correct equipment piece count to match allowable number of batteries being sent.)

Lithium Metal Batteries that contain more than 2 grams of Lithium must be declared as a fully certifiable Dangerous Good. Please contact Freightshop for a fee structure regarding Lithium Batteries that are fully certifiable and/or travelling under a packaging instruction.

ACCEPTANCE OF INTERNAL COMBUSTION ENGINES – Virgin Australia Policy

To eliminate liability for the checking of and responsibility for such items and in the interest of risk management, this is a reminder of Virgin Australia's policy in regard to internal combustion engines:

"All internal Combustions Engines will be treated as USED and the Special Provision A70 of the IATA Dangerous Goods Regulations will not apply"

Examples include: Weed cutters, generators, chainsaws etc., these are not to be accepted as Non Dangerous Good items.

Fumigation

There are new conditions for the importation of listed fresh fruit and vegetables into Christmas Island and the Cocos (Keeling) Island from Perth. This is due to tomato potato psyllid after a recent outbreak of the plant pest was detected in Perth. Christmas Island and the Cocos (Keeling) Island are currently free from this pest. If you have bought your fresh produce from a major retailer (E.g. Coles, Woolworths, Aldi) fumigation will not be required but proof of purchase (for example a supermarket receipt) is required. Fresh produce will not be allowed into the Islands if it has been sourced from backyard gardens or farmers' markets without being fumigated.

The following fresh fruit and vegetables are subject to the new import conditions:

- Tomatoes, including cherry tomatoes
- Capsicums
- Chillies
- Eggplants
- Tamarillo
- Pepinos (Melon Pear)
- Tomatillo
- Cape Gooseberry

R32 Refrigerant

It has come to Freightshop's attention that many manufacturers of air-conditioning units have transitioned to the use of R32 refrigerant gas (2.1 Flammable Gas) over previously more commonly used refrigerants i.e. R410a, R134a, R404a (2.2 Non- Flammable Gas). Air-conditioners containing 100 grams or more of R32 refrigerant are **FORBIDDEN** to travel by air on ALL SERVICES. Any air-conditioning units presented to Freightshop for air travel that containing R32 refrigerant will require documentation from the manufacturer that states that each unit contains less than 100 grams of the gas, in-order for them to travel.

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Virgin Australia Passenger Flights

Maximum weight per piece is 60kg

Maximum dimensions per piece is L200cm x W70cm x H78cm (*lengths of pipe can be up to 300cm*)

Live Animals are not allowed on any services to the islands.

Fortnightly Freighter Service

All consignments over 60kg will need to be booked.

Max weight per piece 1000kg

Max dimensions per piece L290cm x W195cm x H120cm

Any single piece exceeding the above dimensions and weight may be uplifted once a Risk Assessment has been approved. Please contact our office prior to booking space.

Risk Assessment If you have freight over these weights and dimensions please contact Freightshop for a risk assessment at drew@freightshop.com.au

Goods must be on disposable pallets, CHEP and LOSCAM will not be returned.

All pieces over 60kg or if any dimension exceeds 100cm must be packaged so it is forklift-able. Long pipes under 25kg are exempt from this requirement. If packed onto a pallet please be aware that the pallet becomes part of the packaging and therefore included in the chargeable weight. Also, the cubic* will be calculated on the footprint *

All palletised/crated goods must be stackable. Awkward freight which cannot be stacked upon will have cubic* applied to a height of 190cm or will automatically be lodged as STANDBY* without notification.

Live animals are not allowed on any services to the islands.

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Insurance:

At no time will Freightshop or the airline be liable for insurance claims. If you require insurance please contact an Insurance Broker. If you believe your goods were damaged due to mishandling during transit you must lodge an "intent to claim" within 7 days of uplift. Please email Freightshop in this instance.

Sponsorship:

For any sponsorship of freight please contact Virgin Australia directly by following this link:
<http://www.virginaustralia.com/au/en/about-us/sponsorship/>

***Definitions:**

Cubic: equates to 167kg per cubic metre

STANDBY: Goods will be offloaded if aircraft fills up

Footprint: Size of pallet, length by width eg Chep/Loscam 117x 117 cm

(Effective February 2018)

