



Connecting the Indian Ocean Territories to the World

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Perth Airport WA 6105  
(08) 9477 6088

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## Shipping Information

### Have you completed the relevant steps?

- Shippers 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.
- Perishable Booking** - Required for all consignments containing perishable (chilled and frozen) goods.
- Packing & Labelling** - Package and label every piece of freight, any individual package over 60kg will be lodged on Freighter service. If the consignment contains Dangerous Goods, please clearly mark and/or separate.
- Dangerous Goods** - Freightshop can provide the certification service for dangerous goods, however they must be clearly labelled and separated from non-hazardous goods.
- Risk Assessment** - Only required for our 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

## Shipper's Declaration & Export Compliance Invoice

A Shipper's Declaration needs to be completed for each consignment prior to delivery to our warehouse. This declaration can be filled out on our website here:

<https://www.freightshop.com.au/shippers-declaration-sli/>

If you have any issues completing the form please get in touch with us at (08) 9477 6088.

**For shipments over AUD \$1999.99 or goods that require a permit** we are required to submit an Export Declaration. You may either supply the EDN for your own consignment, or provide an invoice which adheres to the below criteria and Freightshop can organise one for you:

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 receiver paying freight, FOB. If the supplier is 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 us.

Customs and Border Protection require accurate export data, and it is the responsibility of exporters and their agents to ensure export declarations are done correctly and accurately.

## Perishable Bookings for Freighter Service

All perishable consignments for the fortnightly Freighter Service are required to be booked. This booking can be done by either the supplier or the receiver before noon on the Tuesday preceding a Freighter on our website here: <https://www.freightshop.com.au/book-perishables/>

The Booking ID from this perishable booking will be required when the supplier completes the shipper's declaration and selects "Category 3 - Perishable" as the service level.

## 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.

It is also important to include the Freightshop tracking number (provided when a shipper's declaration is submitted) on each box so that the cargo can be accurately linked to the declaration for processing.

Failure to comply with any of the above requirements may result in delays and/or additional charges for your consignment.

### Packaging

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.

**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.**

Freightshop can repack your cargo by pre-arrangement only. Conditions apply. Please contact our office for details.

## Dangerous Goods

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, batteries and regulated material.

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.

**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

- Provide a Safety Data Sheet (SDS) no older than 5 years from the last date of review
- Have battery terminals isolated and devices protected from accidental activation
- 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.

## **ADDITIONAL RESTRICTIONS FOR DANGEROUS GOODS**

Airwork Group, the company who own the freighter we lodge cargo on, have placed additional restrictions for dangerous goods on their aircraft. Please click the below link to see a quick reference guide for these DG restrictions.

<https://www.freightshop.com.au/wp-content/uploads/2023/05/AO30DangerousGoodsQuickRefGuideIssue2.pdf>

The most commonly affected dangerous goods will be quantities of Class 3 - Flammable Liquid such as paint thinners, ethanol etc which exceed the maximum allowed volume for a passenger flight and are classified as Packing Group II. These flammable liquids, as well as any Packing Group III flammable liquids which carry a sub-risk of Class 8 - Corrosive, are forbidden on the Air Work aircraft even if certified for Cargo Aircraft Only and will need to be resupplied in lower volumes to meet passenger aircraft limits.

If you have any questions please contact Freightshop on (08) 9477 6088 or [perth@freightshop.com.au](mailto:perth@freightshop.com.au) and we will be happy to go through the Safety Data Sheet with you to help you understand the restrictions for your goods.

## Refrigerating Machines

It has come to Freightshop's attention that many manufactures of Refrigerating Machines have transitioned to the use of 2.1 Flammable Gas over previously more commonly used refrigerants i.e. R410a, R134a, R404a (2.2 Non- Flammable Gas). Previously Refrigerating Machines containing less than 12kg of non-flammable refrigerant gas could travel by air under Special Provision A26.

Refrigerating Machines containing 100 grams or more of 2.1 Flammable Gas refrigerant are FORBIDDEN to travel by air on ALL SERVICES. (please see excerpt below from IATA Dangerous Goods Regulations 58th Edition effective 1st Jan- 31st Dec 2017).

A Special Provision (A103) exists for Refrigerating Machines (UN2857) that states machines containing less than 100 grams of flammable, non-toxic, liquified gas are PERMITTED TO FLY provided they meet a certain criteria. (please see excerpt)

Any Refrigerating Machines presented to Freightshop for air travel that contain 2.1 Flammable Gas 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. Freightshop will not take responsibility for the delay of any shipment that has not had this information supplied. It is the responsibility of the consignor and/or the consignee to arrange alternative means of transport of the cargo if the units are forbidden. Freightshop may assist arranging a courier if required, with the prior consent of the paying party.

## Virgin Australia Passenger Flights

Maximum weight per piece is 60kg. Maximum dimensions per piece is 200cm(L) x 70cm(W) x 78cm(H). Lengths of pipe are permitted up to 300cm(L).

Live animals are not permitted on any services to the Islands.

## Fortnightly Freighter Service

Any single piece which exceeds 290cm(L) x 195cm(W) x 120cm(H) and/or 1000kg must have a Risk Assessment approved prior to uplift. Please contact Freightshop to request a Risk Assessment for any goods which exceed the above criteria prior to delivery. Goods delivered to Freightshop must be on disposable pallets, CHEP and LOSCAM pallets will not be returned.

All pieces over 60kg, or if any dimension exceeds 100cm, must be packaged in a way which enables it to be lifted with a forklift. 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, therefore will be included in the chargeable weight. Cubic is calculated on the footprint of the package.

All palletised and crated goods must be stackable. Any awkward freight which cannot be stacked upon will have the cubic calculated to a height of 190cm, or will be subject to offloading if required to make space for other freight.

Live animals are not permitted on any services to the Islands.

## 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 freight sponsorship queries please contact Virgin Australia directly by following this link:

<https://www.virginaustralia.com/au/en/about-us/sponsorship/>

## Freightshop Account

Any person or organisation is able to set up a Freightshop account by emailing [accounts@freightshop.com.au](mailto:accounts@freightshop.com.au) or going to <https://www.freightshop.com.au/create-account/>.

The primary benefit of using an account is that we can charge the account before or after the goods have been uplifted, rather than waiting for payment before we can lodge a consignment. This prevents potential delays where payment hasn't been received by the time we need to close off the flight and lodge complete documentation to the airline.

## Glossary

**Cubic:** Rate calculated on volume instead of weight equal to 167kg per cubic metre.

**Footprint:** Size of pallet, length by width, e.g CHEP / LOSCAM are 117cm(L) x 117cm(W)