

StarTrack Premium Manual Handling Surcharge

Manual Handling Surcharge

A Manual Handling Surcharge will apply to any item that is incompatible with, or which cannot be safely sorted on our automatic sorting machines. These items include, but are not limited to items that exceed any of the following dimensions:

- Length of 100cm
- Width of 60cm
- Height of 60cm
- 22kg in dead weight
- Flat packs (with a width of less than 5cm)
- Cylindrical tubes or items likely to roll off conveyor belts.

Freight consigned to us on pallets (and for delivery on pallets) will not attract the Manual Handling Surcharge. Where pallets contain incompatible items that require individual delivery, the surcharge will apply to each incompatible item on the pallet.

Examples of incompatible items which will incur a Manual Handling Surcharge

- Sandbags
- Items wrapped in plastic (approved satchels and jiffy bags are excluded)
- Suitcases
- Cartons with strapping over the label
- Liquids (not just drums)
- Nuts or bolts packed loose in satchels
- Cylinders (round in shape)
- Loose items or tools not packaged in a carton
- Wine, alcohol, glass
- Wooden crates

Incompatible items purchased from Australia Post sent via StarTrack will incur a Manual Handling Surcharge.

Examples of compatible and incompatible freight

Ideal compatible freight



Freight 22kg and over in dead weight



Flat packs – with a width of less than 5cm



Tubes/Cylinders

