

Unaccompanied Baggage & Personal Effects Shipments “Things you should know”

Qantas Courier provides sending services for both unaccompanied baggage (travelers) and personal effects for customers who may not be traveling. We provide both ‘To-Airport’ and ‘To-Door’ delivery options.

Unaccompanied Baggage

International laws stipulate that unaccompanied baggage shall consist of only personal wearing apparel and personal articles of a passenger, including portable musical instruments, portable PC’s, and typewriters and portable sporting equipment. Items which may not be carried as unaccompanied baggage include machinery, machine or spare parts, money, securities, jewellery, watches, plate and plated ware, furs, films, cameras, documents, liquors, perfumes and articles of household furnishings, merchandising, salesman samples & batteries. Please note that your shipment will travel according to space and flight availability. By way of guideline, transit times are approximately 7-14 working days.

Delivery ‘To-Airport’

Documentation

In relation to Documentation, a copy of your passport and airline ticket must accompany your goods. Some countries may require additional government forms to be filled in (enquire with our staff). Qantas Courier does not assume prior knowledge. A Customs Declaration & Packing List must be provided.

Tracking - Airway Bill

You will be asked to fill out a consignment note. As your consignment is travelling to your destination directly with an airline (that may / may not be Qantas), we will email you an 11 digit Air Waybill Number once the consignment is lodged with that airline. You can track your consignment with the Air Waybill Number. You must contact the carrier’s air cargo office or handling agent at the final destination and quote the 11 digit we will provide you with, to recover your shipment.

Customs

Your Consignment will be subject to Customs Clearance in the destination country. It will be held under Customs control until YOU clear the goods with the local Customs office. The procedures for this vary from country to country and will be explained to you at destination. It is your responsibility to assist the local authorities in clearing your shipment. You are reminded that local customs regulations are beyond our control and Qantas Courier does not assume prior knowledge. However, we will provide relevant government forms to be filled out if applicable.

Arrival Charges

Every airport has local charges such as Terminal Fees, Documentation Charges, Storage and Handling Fees, regardless of the charges paid when you lodged your consignment with us and are not related to the cartage. Charges you paid to Qantas Courier and cannot be estimated at the time of lodgment. Generally airlines allow you two (2) days free storage including the day of arrival. It is in your interest to contact the airline or handling agent at destination as soon as possible. Unclaimed luggage will be impounded and or disposed of by local authorities after a period of time.

Delivery ‘To-Door’

Documentation

A Customs Declaration & Packing List must be provided. Some countries may require additional government forms to be filled in (enquire with our staff). Qantas Courier does not assume prior knowledge.

Tracking - Consignment Note

At the time of arranging your shipment, you will be provided with a consignment note to fill out and sign. The consignment note number can be used to track your shipment through our website www.qantascourier.com.

Customs & Arrival Charges

The charge for customs clearance, local delivery and other charges are included in our price, although some countries may charge an additional clearance fee.

Personal Effects

Although you may not be traveling yourself, you may send your personal effects (clothing, household items, presents etc). As with unaccompanied baggage, we provide both ‘To-Airport’ and ‘To-Door’ services.

Insurance

Your consignment is not automatically covered by any insurance. You may wish to take “Transit Cover” against loss through Qantas Courier. Cover against damage will only be offered for shipments in original packaging (that is adequate for sending) or if professionally re-packed. Loss cover will not be on valuables such as precious jewellery, watches, etc. Refer to our website for a full list of exclusions. A full packing list of contents with nominated values is required if you wish to have transit cover apply to your shipment. You are responsible for packing your consignment. The use of Qantas Courier boxes does not constitute a packing service by Qantas Courier.

Responsibility

Unless otherwise expressly agreed in writing, NO RESPONSIBILITY in tort or contract or otherwise WILL BE ACCEPTED BY THE CARRIER FOR ANY LOSS OF OR DAMAGE TO OR FAILURE TO DELIVER OR DELAY IN THE DELIVERY OF GOODS, either in handling, packing, or in transit or in storage and whether caused by negligence, wrongful act or default of the Carrier or by any other cause whatsoever.

I have read & I am in agreement with the above-mentioned statements including Insurance & Responsibility. Duties and Taxes are the responsibility of the receiver, unless otherwise instructed by the shipper.

Shipper (Full Name):	Signature:
	Date:

FREIGHT ACCEPTANCE QUESTIONNAIRE & ACKNOWLEDGEMENT

Please complete this form to assist in determining whether the provisions of the Dangerous Goods Regulations are applicable to the carriage of your luggage/articles lodged as unaccompanied baggage ("Consignment").

Are any of the following items included in the Consignment being presented?		Please circle Yes or No	
1	Fireworks, ammunition, firearms or explosives	YES	NO
2	Cylinders of compressed air, oxygen, or liquid petroleum gas (LPG) any type of aerosol cans, (e.g. deodorant, shaving cream, hairspray, paint etc)	YES	NO
3	Camping Stoves, fuel containers, etc	YES	NO
4	Nail polish, colognes, perfumes, paint, fuel or paint thinners	YES	NO
5	Matches, cigarette/pipe lighters, or cigarette lighter refills	YES	NO
6	Diving equipment – including torches (diving lamps) or soldering irons	YES	NO
7	Dry Ice, specimens or samples	YES	NO
8	Detergents, bleaches, drain, or oven cleaners	YES	NO
9	Alcohol (i.e. Whiskey or wine), medicines containing alcohol	YES	NO
10	Fiberglass repair kits, adhesives, and puncture repair kits	YES	NO
11	Any type of chemical, pesticide or herbicides etc	YES	NO
12	Machinery with internal combustion engines such as chainsaws, lawn mowers, or garden trimmers	YES	NO
13	Batteries of any kind (including laptop, cameras, phones etc..)	YES	NO
14	Jewellery (including watches) valued over \$NZD100 in total	YES	NO

Please note: The above list is not exhaustive. You must also declare if any Dangerous Goods not listed above are contained or present in your Consignment. Domestic and international laws and regulations govern the transport of baggage and freight. Heavy penalties (including imprisonment) apply to shippers who do not declare Dangerous Goods in any item or article presented to an airline.

1. I confirm that the Consignment does not contain any of the abovementioned items. I understand that the Consignment will be security screened and x-rayed. I understand that in the event of identification of any suspicious items within the Consignment (or any of its contents) the Freight Security Officers of or employees of Qantas Courier have my permission to access or open the Consignment. In the event that a locked item must be opened, a Qantas security tag will be attached for your notification. If the opened article cannot be re-locked, security tape will be used to re-secure the item. I understand that if the Consignment is unable to be accessed or opened for any reason. Qantas Courier will not carry the Consignment. I accept that anything, which is prohibited from carriage for reasons of safety or security, may be removed and disposed of by Qantas Courier, its servants and/or agents.
2. I accept that charges will be payable by me at the final destination of the Consignment at the time of clearance and collection.

I have read & I am in agreement with the above-mentioned statements.

Shipper (Full Name):	Signature:
Date:	

If you are unsure whether an item you are consigning is classified as Dangerous Goods please ask staff for assistance.

DECLARATION FOR TRANSIT COVER

Name of covered party: _____

Address: _____

From (City): _____ (Country): _____

To (City): _____ (Country): _____

Description of consignment covered by transit cover*:

*Refer to attached Customs Declaration & Packing List

1. Please provide specific description and detail* of all items for which you are seeking coverage.
2. Be sure to also provide an accurate estimate* of each insured item's value

Note:

Client to initial: For Personal Effects, transit cover is against damage and loss if there is original (adequate) packaging or professionally re-packed. Otherwise, Qantas Courier can only provide cover against loss.
 x..... Please ensure you have properly packed your consignment. Excess of \$250 per claim applies.

Client to initial: For Commercial Shipments, transit cover can be provided against damage and loss.
 X..... We remind commercial clients that all shipments must be properly packed.
 Excess of \$250 per claim applies.

Either:

Loss-Cover only OR
 Loss & Damage Cover

Consignment Value:
 \$.....

Please
 Tick ✓

YES, I do require Transit Cover

I acknowledge that I have read and agree to the Terms & Conditions of the requested transit cover (as per relevant policy document in www.qantascourier.com) I understand the requirement to meet minimum packaging standards.

NO, I do not require Transit Cover

Signature: _____

Name (Please Print): _____

Contact Phone Number: _____

Contact Email Address: _____

Office Use	
<u>To be confirmed by serving staff member</u>	
Personal Effects:	YES/NO
Loss Cover only (UCB loss):	YES/NO
Adequate packaging to ensure Security of shipment:	YES/NO
Loss & Damage Cover (UCB All):	YES/NO
Adequate Packaging Original packaging OR professional Re-packed:	YES/NO
OR	
Commercial Shipment:	YES/NO
Loss & Damage Cover (Comm All):	YES/NO
Client reminded on onus to have Properly packed their shipment:	YES/NO
Consignment Value:	
\$ _____	
Final AGREED Transit cover:	Please Tick ✓
UCB Loss	<input type="checkbox"/>
UCB All	<input type="checkbox"/>
Comm All	<input type="checkbox"/>
Staff Member initial: _____	