



**Terms of Use**

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## ParcelMate Terms of Use

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### 1. Terms of Use

#### 1.1 A reference to:

- (a) “we”, “us” or “our” is a reference to 7-Eleven Stores Pty Ltd ABN 48 005 299 427; and
- (b) “you” or “your” is a reference to the person who is taken to agree to these terms and conditions under clauses 1.2 to 1.5.

#### 1.2 These Terms of Use:

- (a) apply to our provision, and your use, of the Services which includes but is not limited to using the ParcelMate Products, lodging Parcels in our ParcelMate Lockers for delivery and delivery of Parcels to Nominated Recipients within Australia;
- (b) apply where the digital packaging bay solution and User Interface are used to complete the Parcel label (Digital Solution) (where the Parcel label is completed by hand (Manual Solution) the ParcelMate Terms of Use (Manual Solution) will apply); and
- (c) do not affect any rights you have under the Competition and Consumer Act which cannot be excluded, restricted or modified.

1.3 By using the Services, you agree to comply with and be bound by, and warrant that the Nominated Recipient is willing and able to receive the Parcel in accordance with these Terms of Use and instructions reasonably provided by us, including on our Website and in our or our Subcontractor's communications.

#### 1.4 You are also deemed to have accepted these Terms of Use if:

- (a) a copy of these Terms of Use are made available to you and you then proceed to use the Services; or
- (b) we provide you with a copy of these Terms of Use via email, hyperlink via SMS or by directing you to our Website or User Interface and you either notify us that you accept the Terms of Use or continue to use the Services.

1.5 Where you are using the Services on behalf of a business or organisation, you agree, in your individual capacity, as well as for and on behalf of the business and organisation, to be bound by the Terms of Use.

1.6 We reserve the right to change any of the terms contained in these Terms of Use at any time where the change is determined, by 7-Eleven, to be required. Changes to these Terms of Use will be available at [www.7eleven.com.au/parcelmate](http://www.7eleven.com.au/parcelmate) and at participating 7-Eleven Stores through the User Interface, and will apply in respect of Services Purchased after the date of publication.

## 2. Definitions

### 2.1 In these Terms of Use:

- (a) "7-Eleven Store" means any 7-Eleven branded convenience or petrol retail stores in Australia offering the Services;
- (b) "Access Pin" means the eight digit code sent to the Nominated Recipient to enable them to collect the Parcel from an Alternative Delivery Point that is a ParcelMate Locker;
- (c) "Additional Charges" means the additional charges set out at clause 5;
- (d) "Alcohol" means alcohol products that are not classified as Dangerous Goods;
- (e) "Alcohol or Tobacco Declaration" means a declaration that:
  - (i) the Goods you place in the ParcelMate Product are Alcohol or Tobacco; and
  - (ii) that both you and the Nominated Recipient are 18 years of age or over;
- (f) "Alcohol or Tobacco Label" means the sticker label provided by us when you make an Alcohol or Tobacco Declaration;
- (g) "Alternative Delivery Point" means where a Parcel cannot be delivered to a Nominated Address, an alternative delivery point nominated by our Subcontractor that is not a Collection Depot, from which the Nominated Recipient must collect the Parcel;
- (h) "Australian Consumer Law" means schedule 2 of the Competition and Consumer Act 2010 and any equivalent state or territory legislation;
- (i) "Business Day" means a day that is not a Saturday, Sunday, local public holiday or public holiday in the State or Territory in which a Parcel is lodged or is to be delivered;
- (j) "Capital City Location" means a location identified as a 'Capital City Location' on the Website;
- (k) "Charges" means the charges for the Services;
- (l) "Collection Depot" means a collection depot operated by our Subcontractor, being the location nominated by our Subcontractor, from which the Nominated Recipient and/or you (as the case may be) must collect a Parcel before it becomes an Undeliverable Parcel;
- (m) "Competition and Consumer Act" means the Competition and Consumer Act 2010 (Cth);
- (n) "Consumer Guarantee" means a right or guarantee under Part 3-2 (Division 1) of the Australian Consumer Law that cannot lawfully be excluded;
- (o) "Dangerous Goods" means:
  - (i) those items classified by us as dangerous goods for the Digital Solution on the Website and on the User Interface;
  - (ii) goods or articles or substances of which goods are comprised which are:
    - (A) capable of posing a risk to health, safety, property or the environment and fall within one or more of the United Nations classifications of dangerous goods; or

- (B) otherwise liable to cause damage to any person or property whatsoever;
- (p) "Dangerous Goods Declaration" means a declaration that the Goods you place in the ParcelMate Product are not Dangerous Goods;
- (q) "Digital Solution" has the meaning given to it in clause 1.2(b);
- (r) "Express Services" means the Services associated with the ParcelMate offering identified as "EXPRESS" on the User Interface;
- (s) "Goods" means any item(s) placed in a ParcelMate Product;
- (t) "GST" has the same meaning as under the GST Law and means the Goods and Services Tax imposed under the GST Law;
- (u) "GST Law" means the A New Tax System (Goods and Services Tax) Act 1999;
- (v) "Logistics Reasons" has the meaning given to the term in clause 9.3;
- (w) "Manual Solution" has the meaning given to it in clause 1.2(b);
- (x) "Nominated Address" means:
- (i) in the case of Standard Services and Express Services, the Australian street address for the Nominated Recipient entered into the User Interface and applied on the ParcelMate Product by you; and
  - (ii) in the case of ParcelMates Rates, the ParcelMate Locker location for the Nominated Recipient as selected by you through the User Interface and applied on the ParcelMate Product by you.
- (y) "Nominated Recipient" means the person you nominate on the ParcelMate Product to receive the Parcel;
- (z) "Parcel" means the article comprising the ParcelMate Product and the Goods within the ParcelMate Product;
- (aa) "ParcelMate Locker" means the Parcel locker and associated hardware and software made available by us at selected 7-Eleven Stores to facilitate the Services;
- (bb) "ParcelMate Product" means the "ParcelMate" branded packaging, including satchels and boxes;
- (cc) "ParcelMate Program" means the program offering the Services to our customers;
- (dd) "ParcelMates Rates" means the Services associated with the ParcelMate offering identified as 'PARCELMATES RATES' on the User Interface;
- (ee) "ParcelMate Terms of Use (Manual)" means the terms of use applying to the Manual Solution;
- (ff) "Prohibited Goods" means those items classified by us as prohibited goods for the Digital Solution on the Website and on the User Interface;
- (gg) "Proof of Age Identification" means the acceptable forms of identification specified under the liquor or tobacco legislation in the State or Territory where delivery takes place;
- (hh) "Purchase" means the submission of a request, and payment, for Services by you;

- (ii) "Remote Location" means a location identified as a 'Remote Location' on the Website and "Remote Locations" means all of those locations;
- (jj) "Restricted Goods" means those items classified by us as restricted goods for the Digital Solution on the Website and on the User Interface, including but not limited to Alcohol and Tobacco;
- (kk) "Safety or Legal Reasons" has the meaning given to the term in clause 9.2;
- (ll) "Services" means:
  - (i) all of the operations and services provided or to be provided by us and our Subcontractors in connection with the acceptance, carriage, storage and delivery of Parcels that are Purchased at a 7-Eleven Store and lodged in a ParcelMate Locker; and
  - (ii) any operations or services incidental to the above operations and services including the provision of the ParcelMate Products to you.
- (mm) "SMS" means any system used to transmit text messages to mobile phones;
- (nn) "Standard Services" means the Services associated with the ParcelMate offering identified as "STANDARD" on the User Interface;
- (oo) "Subcontractor" means:
  - (i) any third party appointed by us to assist in the provision of the Services; and
  - (ii) any person, firm or company which is now or hereafter a servant, agent, employee or subcontractor of any other persons or entities referred to in subclause (i) of this definition;
- (pp) Tobacco includes:
  - (i) tobacco and tobacco products, as defined in the Competition and Consumer (Tobacco) Information Standard 2011 including but not limited to cigarettes, cigars, and smokeless tobacco, or any other product containing tobacco;
  - (ii) legal products used as a substitute for tobacco products (including e-cigarettes or vapour cigarettes); and
  - (iii) legal products subject to the same or similar laws regulating the products described in subclauses (i) and (ii) above.
- (qq) "Terms of Use" means these terms and conditions of use;
- (rr) "Undeliverable Parcel" has the meaning given to the term in clause 14.1;
- (ss) "User Interface" means the tablet or other device provided in Participating Stores, which enables the purchase of the ParcelMate Products and facilitates lodging Parcels in ParcelMate Lockers, but does not include the ParcelMate Locker screen; and
- (tt) "Website" means [www.7eleven.com.au/parcelmate](http://www.7eleven.com.au/parcelmate).

### **3. Complying with our instructions**

- 3.1 When you use the Services you must comply with all reasonable instructions and guidelines published by us, including on our Website, on the ParcelMate Products, on the ParcelMate Lockers, on the User Interface or at 7-Eleven Stores.
- 3.2 Without limiting clause 3.1, you agree to comply with our reasonable instructions and guidelines regarding the packaging and sending of Parcels.

### **4. Purchasing the Services and ParcelMate Products**

- 4.1 The Charge for the Service includes the Charge for the ParcelMate Product. Charges are subject to change from time to time. Charges for the Services will be clearly displayed at the 7-Eleven Store on the User Interface.
- 4.2 You must pay for the Services and ParcelMate Products at the 7-Eleven Store.
- 4.3 Unless otherwise stated, all Charges quoted are inclusive of GST. You agree to pay any fees imposed by your financial institution as a result of payment by your credit or charge card.
- 4.4 You should only Purchase the ParcelMate Product and Services if you intend to use the Services promptly.
- 4.5 All Services and associated ParcelMate Products Purchased by you:
  - (a) must be used within the earlier of:
    - (i) 12 months of Purchase; and
    - (ii) the date that we cease providing the Services, provided that we have given at least one month's notice on our Website and in 7-Eleven Stores where Services were offered, that we will cease providing the Services; and
  - (b) subject to clause 10.6 and the Consumer Guarantees that cannot be excluded under the Australian Consumer Law, are not refundable and cannot be changed or cancelled.
- 4.6 By Purchasing the Services and the ParcelMate Product, you give us the authority to leave a Parcel at a Nominated Address, including outside of the premises at a Nominated Address, without it being signed for by the Nominated Recipient or otherwise accepted by any person. By giving us this authority, you:
  - (a) warrant that it is safe to leave Parcels at the Nominated Address, including outside the premises at a Nominated Address;
  - (b) warrant that the Nominated Recipient agrees it is safe to leave Parcels at the Nominated Address, including outside the premises at a Nominated Address and is aware that this will occur;
  - (c) agree that we may (but are not obliged to), in our discretion, decide that the Nominated Address is inaccessible, unsafe, unprotected or otherwise unsuitable for leaving the Parcel, in which case the Parcel will be dealt with in accordance with clause 11.4 (in the case of Standard Services and Express Services) or clause 12.5 (in the case of ParcelMates Rates).
- 4.7 Clause 4.6 does not apply to Parcels containing Alcohol or Tobacco, which are governed by clause 13.
- 4.8 By Purchasing the Services and the ParcelMate Product:
  - (a) you warrant that:

- (i) you are the owner of the Goods; or
  - (ii) you are authorised to act as the agent for the owner on the terms of these Terms of Use;  
and
- (b) you as our customer agree to indemnify us for any liability we may incur to any other party in any way relating to a breach of this warranty.

4.9 Resale of ParcelMate Products or the Services is strictly prohibited, except with our prior written consent.

## **5. Additional Charges**

5.1 You may be charged additional charges in respect of Services Purchased if:

- (a) we return the Parcel to you in accordance with these Terms of Use, in which case we reserve the right to charge you \$19 to return the Parcel to you;
- (b) you supply an incorrect delivery address on the ParcelMate Product or otherwise require delivery to a different address, in which case we reserve the right to charge you \$19 to redeliver the Parcel;  
or
- (c) the Parcel is, in our reasonable opinion, damaged or incorrectly packaged and we remedy this in order to deliver the Parcel, in which case we reserve the right to charge you \$19 to remedy the damage or packaging and deliver the Parcel.

5.2 If we exercise our right to charge any applicable Additional Charges:

- (a) you must pay the Additional Charges before delivery, redelivery or return (as the case may be) of the Parcel; and
- (b) if you do not pay the Additional Charges, we may exercise a lien over the Goods until you pay us the Additional Charges. See also clause 14.4.

## **6. Addressing and packing the ParcelMate Product**

6.1 You acknowledge and agree:

- (a) the Nominated Address must be:
  - (i) in the case of ParcelMates Rates, a ParcelMate Locker location; and
  - (ii) in all other cases, an Australian street address;
- (b) we do not deliver Parcels addressed to post office boxes, locked bags, parcel lockers (other than ParcelMate Lockers for ParcelMates Rates or where ParcelMate Lockers are to be used as Alternative Delivery Points) or mail centres; and
- (c) that there may be restrictions to the locations to which we deliver Parcels, as published on our Website, on the User Interface and/or in 7-Eleven Stores from time to time.

6.2 You must ensure that:

- (a) you accurately complete all requested details on the User Interface, the ParcelMate Product and ParcelMate Lockers screen;
- (b) you do not address the ParcelMate Product to an overseas address or an address that is not:

- (i) in the case of ParcelMates Rates, a ParcelMate Locker location; and
    - (ii) in all other cases, an Australian street address;
  - (c) you make the Dangerous Goods Declaration truthfully or otherwise refrain from using the Services;
  - (d) you make the Alcohol and Tobacco Declaration truthfully and comply with clause 13 in relation to Parcels containing Alcohol or Tobacco or otherwise refrain from using the Services; and
  - (e) the Nominated Recipient is willing and able to receive the Parcel in accordance with the Terms of Use and instructions reasonably provided by us.
- 6.3 To the extent permitted by law, we will not be responsible for wrong information that you provide us and any delay this may cause.
- 6.4 You must not use the Services to send Goods that:
- (a) are valued, or have a replacement value, at or above \$1,500 (Maximum Goods Value);
  - (b) have sentimental value and in your opinion, cannot be replaced with an equivalent good that is priced at or below the Maximum Goods Value;
  - (c) are bullion, cash, gold, jewellery or precious gems;
  - (d) are legal in nature or are otherwise important documents;
  - (e) are fragile, as the Services are not fit for this purpose; or
  - (f) must arrive at their destination by a specific time or date, noting that Express Services are supplied by us subject to the conditions set out at clause 10.
- 6.5 When using a ParcelMate Product, you must ensure, and you warrant that:
- (a) the contact details for the Nominated Recipient you supply are the Nominated Recipient's contact details and that you have the authority and consent of the Nominated Recipient to use and supply those contact details;
  - (b) the Goods are not Prohibited Goods or Dangerous Goods;
  - (c) where the Parcel contains Alcohol or Tobacco, you and the Nominated Recipient are both 18 years of age or over;
  - (d) the Goods are not being transported for an unlawful purpose or to aid or abet any unlawful activity;
  - (e) the Goods and any internal packaging (such as bubble wrap) fit within the ParcelMate Product so that the ParcelMate Product can be completely sealed;
  - (f) the Goods have been prepared and packed safely and carefully by you to protect the Goods against shock, compression and short drops during the handling, transport and storage process;
  - (g) you have not attempted to Purchase or use Services by placing goods in your own or third party outer packaging, including a box or satchel;
  - (h) you have complied with all applicable laws and regulations (including the Australian Code for the Transport of Dangerous Goods by Road and Rail, Civil Aviation Regulations and the International



Maritime Dangerous Goods Code) about the notification, classification, description, labelling and packaging of the Goods;

- (i) the Goods and the Parcel have been safeguarded against unauthorised interference during preparation, storage and transportation immediately before we accept the Parcel for carriage; and
- (j) you have complied with our instructions for the preparation, packaging and lodgement of the Parcels, including affixing the applicable consignment note to the Parcel and any label required for Restricted Goods, such as the Alcohol or Tobacco Label.

## **7. Lodging Parcels**

- 7.1 You may only place a Parcel in a ParcelMate Locker once you have Purchased the relevant Service and ParcelMate Product.
- 7.2 A ParcelMate Locker may not be available at the time you go to place your Parcel in it. You will be notified on the User Interface if a ParcelMate Locker is not available prior to payment.
- 7.3 We reserve the right to remove from the Services, any ParcelMate Locker at any time reasonably required by us, including for operational or security reasons.
- 7.4 You acknowledge and agree that, to the extent permissible under law, we do not guarantee, warrant or represent that there will be sufficient numbers of ParcelMate Lockers available.
- 7.5 If you intend to place a Parcel immediately after Purchasing the relevant Service and ParcelMate Product, you should check the ParcelMate Locker immediately before making the Purchase.
- 7.6 If a ParcelMate Locker is not available after you have Purchased the relevant Service and ParcelMate Product, you may:
  - (a) try again at that 7-Eleven Store at a later time; or
  - (b) attend a different 7-Eleven Store to determine whether a ParcelMate Locker is available.
- 7.7 When placing a Parcel in a ParcelMate Locker:
  - (a) do not place any other item in the ParcelMate Locker;
  - (b) follow the instructions on the ParcelMate Locker screen;
  - (c) make the Dangerous Goods Declaration truthfully or otherwise refrain from using the Services; and
  - (d) place your Parcel in the ParcelMate Locker, securely close the door and confirm as required on the screen.

## **8. Transport of Parcels**

- 8.1 You authorise for the Services to be carried out in accordance with the route of carriage or place of storage (if any) as we and/or our Subcontractors may deem appropriate or necessary.
- 8.2 We are not a common carrier and will accept no liability as such. We reserve the right to refuse the carriage or transport of Goods at our discretion.

## 9. When we may refuse to complete delivery of a Parcel

9.1 Without limiting clause 8.2, we reserve the right to refuse to complete the delivery of a Parcel if:

- (a) we do not offer the Services to the Nominated Address;
- (b) a Parcel has not been addressed correctly;
- (c) a Parcel is damaged, not suitably packaged, weighs more than 25kg, leaking, has sharp protruding edges or is otherwise unsafe to transport;
- (d) we reasonably suspect that the Parcel may contain:
  - (i) Dangerous Goods;
  - (ii) Prohibited Goods; or
  - (iii) Restricted Goods sent contrary to our agreement, instructions or conditions; or
- (e) we reasonably suspect fraud, illegality or that you have breached these Terms of Use; or
- (f) we otherwise are unable to deliver the Parcel.

9.2 Refusal for Safety or Legal Reasons: If we refuse to complete a delivery of a Parcel because we consider on reasonable grounds that:

- (a) the Goods or Parcel are unsafe (including due to weighing 25kg or more);
- (b) the Goods or Parcel may cause injury or damage; or
- (c) that there is fraud or illegality in connection with the Goods (or sending the Goods),

(Safety or Legal Reasons), the Goods or Parcel will be deemed an Undeliverable Parcel that must be dealt with in accordance with clause 14.5, at your cost, which may include disposing of or destroying such Goods. We will not provide you with a refund and nor will we be liable to you for any loss or damage for any action we take under this clause. You will also not be entitled to any of the options in clause 14.4.

9.3 Refusal for Logistics Reasons: If we refuse to complete a delivery of a Parcel in cases where clause 9.2 does not apply (Logistics Reasons), the Goods or Parcel will be deemed an Undeliverable Parcel and must be dealt with first in accordance with clause 14.4 and then in accordance with clause 14.5 if applicable.

## 10. Delivery Timeframes

10.1 We will use our reasonable endeavours to collect all suitable Parcels placed in a Parcel Locker for carriage once every Business Day. You acknowledge that the time for collection of Parcels each Business Day may vary.

10.2 Provided that you:

- (a) comply with our Terms of Use; and
- (b) none of the Timing Exclusions apply,

the indicative timeframe in which a Parcel associated with Standard Services or ParcelMates Rates is delivered (or attempted to be delivered) is:

- (c) where the Parcel is lodged in, or to be delivered to, a location that is not a Capital City Location within Western Australia, Northern Territory, Tasmania or North Queensland, up to 13 Business Days following collection of the Parcel from the ParcelMate Locker by our Subcontractor; and
- (d) for all other locations in Australia, within 2 to 7 Business Days following collection of the Parcel from the ParcelMate Locker by our Subcontractor,

(Standard Services Guide).

10.3 Express Services are supplied by us subject to the conditions set out at clauses 10.4 to 10.6. We otherwise do not offer guaranteed transit times for Parcels and the Standard Services Guide is a guide only.

10.4 Provided that you:

- (a) place the Parcel associated with the Express Services in a ParcelMate Locker by 12pm on a Business Day;
- (b) comply with our Terms of Use; and
- (c) none of the Timing Exclusions apply,

we will use our best endeavours to ensure that the Parcel is delivered (or attempted to be delivered) to a Nominated Address in accordance with the following timeframes:

- (d) where the Parcel is both lodged in AND to be delivered to, a Capital City Location, the next Business Day following collection of the Parcel from the ParcelMate Locker by our Subcontractor;
- (e) where the Parcel is lodged in, OR to be delivered to, a Remote Location, within 10 Business Days following collection of the Parcel from the ParcelMate Locker by our Subcontractor; and
- (f) in all other cases where clauses 10.4(d) and 10.4(e) do not apply, within three Business Days following collection of the Parcel from the ParcelMate Locker by our Subcontractor,

(Express Services Timeframe).

10.5 You agree that the Express Services Timeframe and the Standard Services Guide may not be met if:

- (a) the Nominated Address is inaccessible, unsafe, unprotected or otherwise unsuitable for leaving the Parcel and the Parcel is directed to an Alternative Delivery Point or a Collection Depot;
- (b) the Terms of Use are breached;
- (c) delays wholly or partly result from causes beyond our control including but not limited to vehicle breakdowns, traffic incidents (including major congestion), natural disasters, (including extreme weather), acts of war or civil unrest;
- (d) one of the circumstances set out at clause 9 applies to the Parcel, including where the Parcel needs to be repacked, reprocessed or fails X-ray screening and examination;
- (e) we are entitled to refuse delivery of the Parcel in accordance with these Terms of Use; or
- (f) we limit the Services during a certain period (such as the period between Christmas and the New Year) and give reasonable notice of this on our Website and in 7-Eleven Stores,

(Timing Exclusions).

10.6 If we breach clause 10.4, to the extent permitted by law and subject to any remedy you may have under the Australian Consumer Law including the Consumer Guarantees which cannot be excluded, our liability to you is limited to refunding you the Charges associated with the Express Service.

## **11. Delivery of Parcels - Standard Services and Express Services**

11.1 This clause does not apply to Parcels containing Alcohol or Tobacco, which are governed by clause 13.

11.2 By using the Service, you give us authority to leave a Parcel at a Nominated Address, including outside of the premises at a Nominated Address, without it being signed for by the Nominated Recipient or otherwise accepted by any person.

11.3 It is your responsibility to track the delivery of the Parcel through our Website and ensure there are no delivery issues.

11.4 If we or our Subcontractor determine that the Nominated Address is inaccessible, unsafe, unprotected or otherwise unsuitable for leaving the Parcel and:

(a) an Alternative Delivery Point is available (as reasonably determined by us or our Subcontractor), we will:

(i) direct the Parcel to the Alternative Delivery Point, from which the Nominated Recipient must then collect the Parcel within 5 Business Days; and

(ii) leave a card at the Nominated Address and at our discretion, send an SMS, to the Nominated Recipient confirming our instructions; or

(b) an Alternative Delivery Point is not available (as reasonably determined by us or our Subcontractor), we will:

(i) direct the Parcel to a Collection Depot, from which the Nominated Recipient must then collect the Parcel within 7 Business Days; and

(ii) leave a card at the Nominated Address and at our discretion, send an SMS, to the Nominated Recipient confirming our instructions.

11.5 If a Parcel is not collected from an Alternative Delivery Point within 5 Business Days after the date that we have contacted the Nominated Recipient under clause 11.4(a)(ii), we will:

(a) direct the Parcel to a Collection Depot, from which the Nominated Recipient must then collect the Parcel within 7 Business Days; and

(b) contact, or attempt to contact, the Nominated Recipient confirming our instructions.

11.6 If a Parcel is not collected from a Collection Depot within 7 Business Days as required under this clause 11 (regardless of whether it was first sent to an Alternative Delivery Point), it will be deemed an Undeliverable Parcel and dealt with in accordance with clause 14.

11.7 Where the Alternative Delivery Point is a ParcelMate Locker:

(a) we will send the Nominated Recipient an Access Pin to collect the Parcel from the nominated ParcelMate Locker;

- (b) you must advise the Nominated Recipient to, and the Nominated Recipient must, keep the Access Pin secure and confidential; and
- (c) to the maximum extent permitted by law, we will not be liable for any loss, damages, costs or expenses incurred as a result of the Nominated Recipient's failure to keep the Access Pin secure and confidential.

11.8 We are deemed to have delivered a Parcel when:

- (a) we obtain a signature acknowledging receipt of the Parcel from any person who presents themselves as the Nominated Recipient. If a person presents themselves as the Nominated Recipient or appears to have authority to sign for a Parcel, we may rely on that apparent authority where we consider it reasonable to do so;
- (b) we leave the Parcel at the Nominated Address; or
- (c) it is delivered to an Alternative Delivery Point or Collection Depot.

11.9 Our Charges are earned and the Services are deemed to be supplied upon:

- (a) delivery of a Parcel; or
- (b) a Parcel becoming an Undeliverable Parcel.

## **12. Delivery of Parcels - ParcelMates Rates**

12.1 This clause does not apply to Parcels containing Alcohol or Tobacco, which are governed by clause 13.

12.2 By using the ParcelMates Rates Service, you give us authority to leave the Parcel at a Nominated Address, without it being signed for by the Nominated Recipient or otherwise accepted by any person.

12.3 It is your responsibility to track the delivery of the Parcel through our Website and ensure there are no delivery issues.

12.4 Upon delivery of the Parcel to a Nominated Address:

- (a) we will send the Nominated Recipient an Access Pin to collect the Parcel from the nominated ParcelMate Locker;
- (b) you must advise the Nominated Recipient to, and the Nominated Recipient must, keep the Access Pin secure and confidential;
- (c) to the maximum extent permitted by law, we will not be liable for any loss, damages, costs or expenses incurred as a result of the Nominated Recipient's failure to keep the Access Pin secure and confidential; and
- (d) the Nominated Recipient must collect the Parcel from the ParcelMate Locker within 5 Business Days.

12.5 If we or our Subcontractor determine that the Nominated Address is inaccessible or otherwise unsuitable for leaving the Parcel, we or our Subcontractor will attempt a redelivery to the Nominated Address on the next Business Day and:

- (a) if delivery is successful, the provisions of clause 12.4 will apply; or

- (b) if the Nominated Address remains inaccessible or otherwise unsuitable for leaving the Parcel, we or our Subcontractor will:
  - (i) direct the Parcel to a Collection Depot, from which the Nominated Recipient must then collect the Parcel within 7 Business Days; and
  - (ii) send an SMS, to the Nominated Recipient confirming our instructions.
- 12.6 If a Parcel is not collected from the Nominated Address (referred to in clause 12.4) within 5 Business Days after the date that we have contacted the Nominated Recipient under clause 12.4(a), we will:
  - (a) direct the Parcel to a Collection Depot, from which the Nominated Recipient must then collect the Parcel within 7 Business Days; and
  - (b) contact, or attempt to contact, the Nominated Recipient confirming our instructions.
- 12.7 If a Parcel is not collected from a Collection Depot within 7 Business Days as required under this clause 12, it will be deemed an Undeliverable Parcel and dealt with in accordance with clause 14.
- 12.8 We are deemed to have delivered a Parcel via ParcelMates Rates when:
  - (a) we leave the Parcel at the Nominated Address; or
  - (b) it is delivered to a Collection Depot.
- 12.9 Our Charges are earned and the Services are deemed to be supplied upon:
  - (a) delivery of a Parcel; or
  - (b) a Parcel becoming an Undeliverable Parcel.

### **13. Delivery of Parcels containing Alcohol or Tobacco**

- 13.1 Parcels containing Alcohol or Tobacco may only be sent using the Standard Service or Express Services.
- 13.2 The ParcelMates Rates Service must not be used to send Parcels containing Alcohol or Tobacco.
- 13.3 Goods containing Alcohol must be less than 5 litres in volume and contain less than 24% alcohol by volume. Alcohol outside of this description must not be sent using the Services.
- 13.4 Authority to leave cannot be given in respect of Parcels containing Alcohol or Tobacco.
- 13.5 When sending a Parcel containing Alcohol or Tobacco, you must:
  - (a) when prompted by the User Interface:
    - (i) declare that the Parcel contains Alcohol or Tobacco;
    - (ii) declare that both you and the Nominated Recipient are over 18 years of age;
  - (b) where the Goods includes Tobacco in the form of e-cigarettes containing lithium batteries, send the Goods in a box, not a satchel; and
  - (c) apply the Alcohol or Tobacco Label provided by us to the outside of the Parcel, in accordance with the instructions on the User Interface.

13.6 Upon delivery of a Parcel containing Alcohol or Tobacco, the Nominated Recipient must present valid Proof of Age Identification.

#### **14. Undeliverable Parcels**

14.1 An "Undeliverable Parcel" is a Parcel that:

- (a) is unclaimed from a Collection Depot under clause 11.6 or 12.7, or
- (b) we refuse to deliver the Parcel under clauses 8.2 or 9.

14.2 Irrespective of the value of the Goods within the Undeliverable Parcel, you authorise and accept that upon a Parcel becoming an Undeliverable Parcel our Subcontractor has the sole possession, custody and responsibility for the Goods within the Undeliverable Parcel.

14.3 Where we refuse to deliver an Undeliverable Parcel under clause 9.2 for Safety or Legal Reasons our Subcontractor will deal with the Undeliverable Parcel in accordance with clause 14.5.

14.4 Where an Undeliverable Parcel is unclaimed from a Collection Depot under clauses 11.6 or 12.7, or refused delivery under clause 9.2 for Logistics Reasons, the following process will apply:

- (a) our Subcontractor will contact you (such form of notice to be determined by our Subcontractor) using the details provided on the Undeliverable Parcel and you must elect to:
  - (i) collect the Undeliverable Parcel from the Collection Depot or other location advised by our Subcontractor within 3 Business Days;
  - (ii) have the Undeliverable Parcel returned to your address as provided by you on the Undeliverable Parcel, in which case you may incur Additional Charges under clause 5;
  - (iii) have the Undeliverable Parcel and its contents disposed of; or
  - (iv) where a Parcel is damaged or incorrectly packaged and in our reasonable opinion the damage or packaging can be remedied to enable the Parcel to be delivered, have the damage or packaging remedied by us, in which case you may incur Additional Charges under clause 5; and
- (b) if our Subcontractor is unable to contact you on the details provided on the Undeliverable Parcel or if you do not make an election as required under clause 14.4(a), the Undeliverable Parcel will be dealt with pursuant to clause 14.5.

14.5 Subject to clause 14.4 and any requirements at law which cannot be modified or excluded:

- (a) Goods within an Undeliverable Parcel may be stored, sold, destroyed or otherwise disposed of, in such manner as our Subcontractor deems fit, acting reasonably;
- (b) our Subcontractor or we (for the benefit of our Subcontractor) reserve the right to retain or recover (as the case may be) the costs our Subcontractor incurs in respect of such storage and disposal; and
- (c) our Subcontractor will keep records of such Goods and their disposal as our Subcontractor considers reasonably necessary.

14.6 To the extent required for our Subcontractor to enforce this clause 14, we hold the rights given to our Subcontractor under this clause 14 on trust for our Subcontractor.

## **15. Tracking Services**

- 15.1 Tracking services in relation to Parcels will be made available through a link on our Website and/or by our Subcontractors.
- 15.2 While we will use reasonable endeavours to provide accurate tracking services in relation to Parcels, we do not guarantee you will receive any or all tracking notifications in respect of the Parcels. Tracking services may be affected by factors such as telecommunications outages and technical problems.
- 15.3 In order to provide the Services, we need to collect and store certain information from you, including information and data with respect to third parties such as the Nominated Recipient. You warrant to us that you have the appropriate authority and consent to provide the information to us, and for us to use that information to provide the Services.

## **16. Handling of Goods and Parcels**

- 16.1 We do not accept Dangerous Goods or Prohibited Goods for carriage. You must check to ensure that the Goods are not Dangerous Goods or Prohibited Goods before using the Service.
- 16.2 You must not send Restricted Goods unless:
- (a) you have contacted us to obtain our agreement regarding the type and quantity of Restricted Goods you may send;
  - (b) if the Restricted Goods include Alcohol or Tobacco, you comply with clause 13; and
  - (c) you send the Restricted Goods strictly in accordance with our agreement, including any instructions and conditions imposed by us.
- 16.3 If requested by us, you must give us a full description of your Goods.
- 16.4 Goods carried, or handled, by us may be subject to security screening which could include the use of X-ray equipment and you accept that Parcels containing your Goods may be opened and the contents of your Parcel may be examined in transit to ensure compliance with these Terms of Use, to comply with any relevant laws and/or to ascertain the ownership or destination of the Parcel.

## **17. Your Liability**

- 17.1 You will be liable for any damages caused in transit to other shipments or property resulting from you sending Prohibited Goods, Dangerous Goods or Restricted Goods contrary to our instructions, using our Services.
- 17.2 You indemnify and shall keep indemnified us, our agents, employees, officers and our Subcontractors and their agents, employees and officers engaged to provide any part of the Services (Indemnified Parties) in respect of all liabilities arising from:
- (a) any breach of these Terms of Use by you; and
  - (b) your failure to ensure that the Nominated Recipient complies with any relevant Terms of Use and instructions reasonably provided by us in respect of the receipt and/or collection of a Parcel,
- except to the extent that any losses or damages were caused or contributed to by us. We hold the benefit of this indemnity on trust on behalf of the Indemnified Parties.



## **18. Our Liability**

- 18.1 You have rights under the Consumer Guarantees in the Australian Consumer Law. Nothing in these Terms of Use excludes or limits these rights. Otherwise, to the full extent permitted by law, all Services supplied by us are at your risk, subject only to these Terms of Use and your rights under the Consumer Guarantees, which cannot be excluded by law. No other terms or rights apply.
- 18.2 Any claim for loss or damage must be notified within a reasonable time after the delivery of the Parcel or of the date on which you consider the Parcel should have been delivered. A reasonable time will typically be within 7 days after the delivery of the parcel or of the date on which you consider the Parcel should have been delivered.
- 18.3 You will be required to provide 7-Eleven with evidence of any loss or damage claimed. Such evidence may include (but is not limited to) proof of ownership and value of the item.
- 18.4 We do not provide insurance coverage of any kind. Insurance will be your sole responsibility. We will be under no liability whatsoever for the adequacy of the insurance or your failure to arrange insurance.
- 18.5 Except as required by law, including with respect to the applicable Consumer Guarantees, we make no representations, warranties or guarantees in relation to the availability, continuity, reliability, accuracy or security of the Services unless specifically stated otherwise and we exclude any implied terms and warranties in these Terms of Use.

## **19. Subcontracting**

- 19.1 You authorise us to subcontract the whole or any part of the Services, including arranging with a Subcontractor, the carriage, storage or other treatment of any Goods the subject of these Terms of Use.

## **20. Force Majeure**

- 20.1 We are not liable for loss or damage to the Goods or arising from delays in the Services where the loss or damage wholly or partly resulted from causes beyond our control including but not limited to natural disasters, acts of war or civil unrest.

## **21. Privacy and Confidentiality**

- 21.1 The ParcelMate Program is operated by 7-Eleven Stores Pty Ltd ABN 48 005 299 427. You can contact us using the details in clause 23 below.
- 21.2 Where possible, we will only collect personal information about you directly from you. However, in certain circumstances (and where permitted by law) we may collect personal information about you from third parties. For example, if you are a Nominated Recipient for a Purchase, the sender of the Parcel may provide us with your delivery details so that we can deliver the Parcel to you.
- 21.3 Personal information that we collect about you in connection with the ParcelMate Program is collected for the purpose of operating the ParcelMate Program, providing the Services and fulfilling Purchases. It may also be used for conducting promotions and customer surveys, improving our products, developing new products, keeping you informed about other products and services you may be interested in, and other purposes as set out in our Privacy Policy (<https://www.7eleven.com.au/privacy-policy>).
- 21.4 If you do not provide us with the information we request (or authorise us to collect this information from third parties), we may not be able to provide you with the products and services that you have requested.
- 21.5 Personal Information may be disclosed, as a part of the management of the ParcelMate Program, to contractors or third party service providers who supply to us services in connection with the ParcelMate

Program. These include our software providers (including Hubbed Pty Ltd) and our courier partners (currently Toll Transport Pty Ltd) that assist with the carriage of Parcels in connection with the ParcelMate Program.

- 21.6 Personal information that we collect in connection with the Services is generally stored and processed within Australia. 7-Eleven uses some overseas service providers as part of its general business operations (please see our privacy policy for further details: <https://www.7eleven.com.au/privacy-policy>).
- 21.7 Our Privacy Policy (available at [www.7eleven.com.au/privacypolicy](http://www.7eleven.com.au/privacypolicy)) contains important information about how you can access and correct information we hold about you, how you can complain about a breach by us of the Australian Privacy Principles and how your complaint will be handled.

## **22. General**

- 22.1 These Terms of Use will be governed and construed in accordance with the laws of Victoria, Australia and any dispute will be resolved in the courts of that State, unless otherwise agreed between us and you.
- 22.2 If any provision or part of any provision in these Terms of Use is or becomes unenforceable that unenforceability will not affect the enforceability of the balance of the provision or any other provisions of these Terms of Use.

## **23. Contacting us**

- 23.1 If you require further assistance please contact 1300 711 720.



## Dangerous & Prohibited Goods – Website Guide

### 1. Introductory information

#### 1.1 Objective

This Dangerous and Prohibited and Restricted Goods Guide (the **Website Guide (Digital Solution)**) provides detailed information about goods that are considered Dangerous, Prohibited or Restricted for carriage under the Digital ParcelMate solution (being the solution governed by the ParcelMate Terms of Use (Digital Solution)). It is a guidance document only and cannot be relied upon by any persons to discharge any duties or obligations under the ParcelMate Terms of Use (Digital Solution), or Australian laws.

#### 1.2 Terms & Conditions

Under the ParcelMate Terms of Use (Digital Solution), ParcelMate does not accept Dangerous Goods or Prohibited Goods for carriage (clause 16.1). Customers are responsible for ensuring that goods are not, and do not contain, Dangerous Goods or Prohibited Goods (clause 16.1).

ParcelMate does not accept Restricted Goods for carriage unless you have obtained ParcelMate's agreement regarding the type and quantity of Restricted Goods you may send, and the Restricted Goods are sent strictly in accordance with the agreement (clause 16.2).

ParcelMate reserves the right to refuse to complete the delivery of a Parcel if, amongst other things, ParcelMate reasonably suspects that the Parcel may contain Dangerous Goods, Prohibited Goods, or Restricted Goods that are sent contrary to ParcelMate's agreement, instructions or conditions (clause 9.1). Dangerous, Prohibited and Restricted Goods include all the items set out in this Website Guide (Digital Solution). ParcelMate Terms of Use (Digital Solution) are available at [7eleven.com.au/parcelmate](http://7eleven.com.au/parcelmate).

#### 1.3 Disclaimer

ParcelMate has endeavoured to ensure the accuracy of the information contained in this Website Guide (Digital Solution). However, with the exception of any liability that lawfully cannot be excluded, ParcelMate does not warrant, guarantee or represent that the Website Guide (Digital Solution) is correct, complete, reliable, suitable or accurate. ParcelMate shall not be liable for any loss or damage of any kind whatsoever caused from any errors or omissions in the Website Guide (Digital Solution), or caused from any reliance placed upon all or any part of the contents of the Website Guide (Digital Solution).

### 2. Dangerous goods

#### 2.1 Definition

Under the ParcelMate Terms of Use (Digital Solution), Dangerous Goods means:

- (i) those items classified by [ParcelMate] as dangerous goods on the Website and on the User Interface;
- (ii) goods or articles or substances of which goods are comprised which are:
  - (A) capable of posing a risk to health, safety, property or the environment and fall within one or more of the United Nations classifications of dangerous goods; or
  - (B) otherwise liable to cause damage to any person or property whatsoever.

To ensure consistency across regulatory systems for dangerous goods, the United Nations (**UN**) has developed criteria for the hazard classification, and recommendations, for dangerous goods. The UN divides dangerous goods into 9 hazard classes.

ParcelMate will not accept dangerous goods that are classified in any of the 9 hazard classes set out here:

The UN Recommendations on the Transport of Dangerous Goods Regulations, Model Regulations are available here: [http://www.unece.org/trans/danger/publi/unrec/rev20/20files\\_e.html](http://www.unece.org/trans/danger/publi/unrec/rev20/20files_e.html)

The UN Manual of Tests and Criteria are available here: <http://www.unece.org/trans/areas-of-work/dangerous-goods/legal-instruments-and-recommendations/un-manual-of-tests-and-criteria/rev6-files.html>

## 2.2 Aviation Transport

ParcelMate will not accept any goods for transport by air freight, unless a dangerous goods statement is made in accordance with the *Civil Aviation Safety Regulations 1998* (Cth).

Dangerous goods are items or substances that when transported by aircraft are a risk to health, safety, property or the environment. These include explosives, radioactive materials, flammable liquids, dangerous or volatile chemicals, strong acids, compressed gases, poisons and aerosols.

If there is a possibility that your goods may, during consignment, be carried on an aircraft, you must make and sign a dangerous goods statement to the effect that the cargo does not contain dangerous goods.

Consigning cargo without making a dangerous goods statement is an offence under the *Civil Aviation Act 1988* (Cth). Knowingly making a false or misleading statement is a criminal offence under the *Criminal Code Act 1995* (Cth).

You must complete the Dangerous Goods Statement:

<b><i>Civil Aviation Safety Dangerous Goods Statement</i></b>
The Sender declares that the article does not contain any dangerous or prohibited goods, explosives or incendiary devices, and acknowledges that this article may be carried by air and will be subject to security examination and clearance.

## 2.3 General Transport

ParcelMate will not accept for consignment any goods that are declared to be dangerous goods under any state, territory or federal legislation which includes all the goods listed in the Code which is available here [https://www.ntc.gov.au/Media/Reports/\(A890348C-BEE7-3C64-A770-E98CFD8DDEFA\).pdf](https://www.ntc.gov.au/Media/Reports/(A890348C-BEE7-3C64-A770-E98CFD8DDEFA).pdf). Please

refer to state and territory legislation if you are unsure if goods are declared to be dangerous goods within your state or territory.

State / Territory	Act	Regulation
ACT	<a href="#">Dangerous Goods (Road Transport) Act 2009</a>	<a href="#">Dangerous Goods (Road Transport) Regulations 2010</a>
NSW	<a href="#">Dangerous Goods (Road and Rail Transport) Act 2008</a>	<a href="#">Dangerous Goods (Road and Rail Transport) Regulation 2014</a>
NT	<a href="#">Dangerous Goods Act (1998)</a>	<a href="#">Transport of Dangerous Goods By Road and Rail (National Uniform Legislation) Regulations 2011</a>
QLD (road)	<a href="#">Transport Operations (Road Use Management) Act 1995</a>	<a href="#">Transport Operations (Road Use Management- Dangerous Goods) Regulation 2018</a>
QLD (rail)	<a href="#">Transport Infrastructure Act 1994</a>	<a href="#">Transport Infrastructure (Dangerous Goods by Rail) Regulation 2018</a>
SA	<a href="#">Dangerous Substances Act 1979</a>	<a href="#">Dangerous Substances (Dangerous Goods Transport) Regulations 2008</a>
TAS	<a href="#">Dangerous Goods (Road and Rail Transport) Act 2010</a>	<a href="#">Dangerous Goods (Road and Rail Transport) Regulations 2010</a>
VIC	<a href="#">Dangerous Goods Act 1985</a>	<a href="#">Dangerous Goods (Transport by Road or Rail) Regulations 2018</a>
WA	<a href="#">Dangerous Goods Safety Act 2004</a>	<a href="#">Dangerous Goods Safety Regulations</a>

## 2.4 Classes of Dangerous Goods

ParcelMate will not accept the following 9 hazard classes of dangerous goods in any mode of transport, unless an exception is stated. Although detailed, this is not a complete list and customers should be aware of the disclaimer in clause 1.3 of this Website Guide (Digital Solution).

### (a) Class 1 – Explosives

Class 1 comprises explosive substances and articles. An explosive is a substance or article (including a solid, liquid, mixture of substances, chemical compound or device) manufactured with a view to producing a practical explosive or pyrotechnic effect.

Common examples include:

- (i) Ammunition;
- (ii) Detonators;
- (iii) Fireworks;
- (iv) Flares (aerial or surface); and
- (v) Igniters.

### (b) Class 2 - Gases

Gases are those substances which:

- (i) At 50 degrees Celsius have a vapour pressure greater than 300kPa; or
- (ii) Are completely gaseous at 20 degrees Celsius at a standard pressure of 101.3kPa.

This class comprises compressed gases, liquefied gases, dissolved gases, refrigerated liquefied gases, absorbed gases, mixtures of 1 or more gases with 1 or more vapours of substances of other classes, articles charged with a gas and aerosols.

Class 2 is divided into 3 divisions based on the primary hazard of the gas during transport.

Most commonly, Class 2 includes aerosols.

Division	Description	Common examples
Division 2.1 – Flammable gases	<p>Gases which at 20 degrees Celsius and a standard pressure of 101.3 kPa:</p> <ul style="list-style-type: none"> <li>• Are ignitable when in mixture of 13% or less by volume with air; or</li> <li>• Have a flammable range with air of at least 12 percentage points regardless of the lower flammability limits, as determined by ISO Standard 10156:2010 (if insufficient data available to use this method, a comparable method recognised by a national competent authority may be used).</li> </ul>	<ul style="list-style-type: none"> <li>• Butane</li> <li>• Fuel cell cartridges containing liquefied flammable gas</li> <li>• Lighters or lighter refills containing flammable gas</li> <li>• Propane</li> </ul>
Division 2.2 – Non-flammable, non-toxic gases	<p>Gases which:</p> <ul style="list-style-type: none"> <li>• Are asphyxiant – gases which dilute or replace the oxygen normally in the atmosphere; or</li> <li>• Are oxidizing – gases which may, generally by providing oxygen, cause or contribute to the combustion of other material more than air does; or</li> <li>• Does not come under the other divisions.</li> </ul>	<ul style="list-style-type: none"> <li>• Carbon dioxide</li> <li>• Fertilizer ammoniating solution</li> <li>• Fire extinguishers (with compressed or liquefied gas)</li> <li>• Liquid nitrogen</li> <li>• Oxygen, compressed</li> <li>• Refrigerating machines, containing non-flammable, non-toxic gases or ammonia solutions</li> </ul>
Division 2.3 – Toxic gases	<p>Gases which:</p> <ul style="list-style-type: none"> <li>• Are known to be so toxic or corrosive to humans as to pose a hazard to health; or</li> <li>• Are presumed to be so toxic or corrosive to humans because they have an LC50 value (defined in 2.6.2.1) equal to or less than 5000 ml/m<sup>3</sup> (ppm).</li> </ul>	<ul style="list-style-type: none"> <li>• Any of carbon monoxide, compressed, fluorine, coal gas or oil gas, compressed</li> <li>• Chlorine</li> <li>• Insecticide gas, N.O.S</li> <li>• Liquid hydrogen chloride</li> </ul>

(c) Class 3 – Flammable liquids

Includes flammable liquids and liquid desensitized explosives.

Flammable liquids are liquids (including mixtures of liquids or liquids containing solids in solution or suspension) which give off a flammable vapour at temperatures of:

- (i) Not more than 60 degrees Celsius by a closed-cup test; or
- (ii) Not more than 65.6 degrees Celsius by an open-cup test.

This refers to the “flash point” of a liquid. The flash point is the lowest temperature at which the liquid will give off vapours that will ignite when exposed to an ignition source.

Common examples:

- (iii) Acetone;
- (iv) Coating solutions (includes surface treatments or coatings used for industrial or other purposes such as vehicle undercoating, drum or barrel lining);
- (v) Kerosene;
- (vi) Paint (including paint, lacquer, enamel, stain, shellac, varnish, polish, liquid filler and liquid lacquer base);
- (vii) Paint related material (including paint thinning or reducing compound);
- (viii) Perfumery products (with flammable solvents);
- (ix) Petrol, gasoline or motor spirit;
- (x) Pine oil;
- (xi) Printing ink;
- (xii) Turpentine.

#### Alcoholic Beverages

An alcoholic beverage is a Class 3 dangerous good if:

It contains more than 70% alcohol by volume; or

It contains 24% alcohol by volume but not more than 70% alcohol by volume. Other than for air transport, if an alcoholic beverage of this concentration is carried in a receptacle of 250 litres or less, it is not considered to be a Class 3 dangerous good.

An alcoholic beverage containing less than 24% alcohol by volume, is not a dangerous good.

ParcelMate will accept alcoholic beverages, of less than 24% alcohol by volume, if it meets ParcelMate's Packaging and Delivery / Collection requirements. For Packaging and Delivery / Collection requirements, see heading 4 'Restricted Goods'.

(d) Class 4 – Flammable solids, and others

Class 4 is divided into 3 divisions.

Division	Description	Common examples
Division 4.1 – Flammable solids	<p>Solids which are readily combustible or may cause fire by friction. Including any solids which:</p> <ul style="list-style-type: none"><li>• Under conditions encountered in transport, are readily combustible or may cause or contribute to fire through friction;</li><li>• Self-reactive substances and polymerizing substances which are liable to undergo a strongly exothermic reaction (i.e. chemical reaction that produces heat); or</li><li>• Solid desensitized explosives which may explode if not diluted sufficiently.</li></ul>	<ul style="list-style-type: none"><li>• Aluminium powder, coated</li><li>• Hay, straw or busha</li><li>• Matches, of all kinds</li><li>• Sulphur</li></ul>
Division 4.2 – Substances liable to spontaneous combustion	<p>Substances which are liable to either spontaneous heating under normal conditions encountered in transport, or to heating up in contact with air, and being then liable to catch fire.</p>	<ul style="list-style-type: none"><li>• Carbon, animal or vegetable origin</li><li>• Cotton (wet)</li><li>• Fibres, animal, vegetable or synthetic (wet)</li><li>• Seed cake, with more than 1.5% oil and not more than 11% moisture</li></ul>
Division 4.3 – Substances which in contact with water emit flammable gases	<p>Substances when exposed to water are liable to:</p> <ul style="list-style-type: none"><li>• Become spontaneously flammable, or</li><li>• To give flammable gases in dangerous quantities.</li></ul>	<ul style="list-style-type: none"><li>• Calcium</li><li>• Barium</li><li>• Lithium</li><li>• Sodium</li><li>• Zinc ashes, powder or dust</li></ul>

(e) Class 5 – Oxidising substances and organic peroxides

Class 5 is divided into 2 divisions.

Division	Description	Common examples
Division 5.1 – Oxidising substances	<p>Substances that cause or contribute to the combustion of other material.</p> <p>These substances are not necessarily combustible on their own, and generally contribute to combustions by contributing oxygen,</p>	<ul style="list-style-type: none"><li>• Bromates</li><li>• Chlorates</li><li>• Nitrates</li><li>• Peroxides, inorganic N.O.S</li></ul>



	hence known as an oxidising substance.	
Division 5.2 – Organic peroxides	<p>Organic substances that are thermally unstable substances, which may undergo exothermic self-accelerating decomposition.</p> <ul style="list-style-type: none"> <li>• These substances may:</li> <li>• Be liable to explosive decomposition;</li> <li>• Burn rapidly;</li> <li>• Be sensitive to impact or friction;</li> <li>• React dangerously with other substances; or</li> <li>• Cause damage to eyes.</li> </ul>	

(f) Class 6 – Toxic substances and infectious substances

Class 6 is divided into 2 divisions.

Division	Description	Common examples
Division 6.1 – Toxic substances	Substances that are liable to cause death, serious injury or harm to human health when swallowed, inhaled or contact skin.	<ul style="list-style-type: none"> <li>• Arsenic</li> <li>• Tear gas</li> <li>• Poisons</li> <li>• Pesticides</li> </ul>
Division 6.2 – Infectious substances	<p>Substances that are known, or reasonably expected, to contain pathogens.</p> <p>Pathogens are microorganisms and other agents which can cause disease in humans or animals.</p>	<ul style="list-style-type: none"> <li>• Bacteria</li> <li>• Biological products</li> <li>• Clinical and medical waste</li> <li>• Fungi</li> <li>• Parasites</li> <li>• Medical products used, including surgical blades, needles, syringes and dressings</li> <li>• Rickettsiae</li> <li>• Viruses</li> </ul>

ParcelMate prohibits narcotic substances in all services, as defined in the Customs Act 1901 (Cth).

(g) Class 7 – Radioactive materials

Radioactive materials are materials that contain radionuclides, and the radioactivity of the material exceeds the specified thresholds in the UN Recommendations.

Common examples:

- (i) Plutonium
- (ii) Radium
- (iii) Uranium

(h) Class 8 – Corrosive substances

Corrosive substances are substances which:

- Will cause irreversible damage to skin as a result of chemical action (reaction). Irreversible damage to the skin refers to visible necrosis of the epidermis into the dermis (outermost part of the body to the vascular layers) as a result of exposure to a substance; or
- Will materially damage or destroy other goods, or the mode of transport, as a result of leakage.

Common examples:

- (i) Battery fluid, alkali
- (ii) Fire extinguisher charges, corrosive liquid
- (iii) Hydrochloric acid
- (iv) Nitric acid
- (v) Mercury, including manufactured items containing mercury e.g. thermometers
- (vi) Wet batteries, including:
  - (A) Wet batteries, non-spillable, electric storage (including car batteries or other batteries used in the operation of mechanical or electronic equipment)
  - (B) Wet batteries, filled with acid or alkali, electric storage
- (vii) Class 9 – Miscellaneous dangerous substances and articles, including environmentally hazardous substances

Substances and articles that present a danger during transport, other than those dangers covered by Classes 1-8. Class 9 is divided into a number of categories, including as below.

Description	Common examples
Substances which, on inhalation as fine dust, may endanger health	<ul style="list-style-type: none"> <li>• Asbestos</li> </ul>
Lithium batteries which do not meet ParcelMate's Packing and Delivery / Collection requirements.	<ul style="list-style-type: none"> <li>• Lithium metal batteries (including lithium alloy batteries) which are not contained in equipment</li> <li>• Lithium ion batteries (including lithium ion polymer batteries), which are not contained in equipment</li> <li>• Lithium batteries installed in cargo transport unit</li> </ul>
Life-saving appliances	<ul style="list-style-type: none"> <li>• Self-inflating</li> <li>• Not self-inflating containing dangerous goods as equipment</li> <li>• Safety devices, electrically initiated</li> </ul>
Environmentally hazardous substances	
Genetically modified micro-organisms or organisms	
Ammonium nitrate based fertilizers	
Other miscellaneous substances or articles	<ul style="list-style-type: none"> <li>• Aviation regulated liquid or solid, N.O.S</li> <li>• Battery-powered vehicle or equipment</li> </ul>

	<ul style="list-style-type: none"> <li>• Chemical kit</li> <li>• Dry ice (solid carbon dioxide)</li> <li>• Dangerous goods in machinery or apparatus</li> <li>• Engine or machinery, internal combustion</li> <li>• First aid kit</li> <li>• [Magnetised material, referring to any material that has a magnetic force that can attract or repel other materials, such as magnets]</li> <li>• Polymeric beads, expandable and evolving flammable vapour</li> <li>• Vehicle fuel cell, flammable gas or liquid powered</li> </ul>
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### 3. Prohibited Goods

ParcelMate classifies the following goods as Prohibited Goods.

Prohibited good	Description
Animals and animal products	<ul style="list-style-type: none"> <li>• Any ivory, furs, animal skins, fish, poultry, meat produce.</li> </ul>
Articles of sentimental irreplaceable value	<ul style="list-style-type: none"> <li>• Including sentimental photographs, clothing or belongings of any kind</li> <li>• Artworks and antiques</li> </ul>
Articles valued at or above \$1,500.00 (AUD)	<ul style="list-style-type: none"> <li>• Any articles including luxury goods (watches, jewellery, clothing, handbags, shoes), computers, electronic goods and devices, sporting equipment, musical instruments, industrial or domestic kitchen appliances, medical instruments</li> </ul>
Cash, currency and other valuables	<ul style="list-style-type: none"> <li>• Cash refers to coins or bank notes of any legal currency, whether domestic or international, and of any date.</li> <li>• Bank notes (also known as paper money or bills) are issued by authorised banks for legal tender as payment.</li> <li>• Coins includes any stamped metals issued by authorised banks for legal tender, or coinage not intended to be used for legal tender e.g. collectable coins or coins issued as memorabilia.</li> <li>• Also includes bank cheques, activated credit cards, money order, promissory notes, share certificates, uncashed travellers cheques, bankers drafts, bonds, tickets (open).</li> </ul>
Drugs and therapeutic goods	<ul style="list-style-type: none"> <li>• Any drugs or therapeutic goods regulated under the <i>Therapeutic Goods Act 1989 (Cth)</i>.</li> </ul>
Fragile items	<ul style="list-style-type: none"> <li>• Including crockery, glassware, antiques, ceramics, porcelains, marble or tiles</li> </ul>
Gold and gold bullion	<ul style="list-style-type: none"> <li>• Gold bullion refers to refined bars of gold</li> </ul>
Human remains	<ul style="list-style-type: none"> <li>• Including ashes.</li> </ul>

Jewellery	<ul style="list-style-type: none"> <li>Any manufactured item, accessory or ornament including earrings, rings, necklaces, headpieces or watches</li> </ul>
Legal documentation or otherwise important documents	<ul style="list-style-type: none"> <li>Including passports, contracts, wills or estate documents</li> </ul>
Magnetised materials	
Medical samples	<ul style="list-style-type: none"> <li>Human or animal</li> </ul>
Perishable goods	<ul style="list-style-type: none"> <li>Including food and flowers that would decay.</li> </ul>
Plants and plant products	<ul style="list-style-type: none"> <li>Including flowers, seeds, soil and honey</li> </ul>
Precious gems, metals & stones of high value	<ul style="list-style-type: none"> <li>Any gemstone, metal or stone, whether precious or semi-precious including diamonds, pearls, opals, emeralds, rubies, topaz, gold, silver or bronze.</li> </ul>
Offensive material	<ul style="list-style-type: none"> <li>It is a criminal offence to use a postal or similar service for certain actions.</li> <li>ParcelMate prohibits the consignment of offensive, indecent, threatening, terror related or sexually explicit materials. This includes the carriage of goods that might reasonably be suspected to be threatening or offensive, or amount to a threat, harassment or offence under any state, territory or federal legislation.</li> <li>ParcelMate may refuse to carry any goods that might reasonably be suspected to contravene these terms.</li> <li>For more information, please refer to criminal legislation including: <ul style="list-style-type: none"> <li><i>Crimes Act 1914 (Cth)</i></li> <li><i>Criminal Code Act 1995 (Cth)</i></li> </ul> </li> </ul>
Firearms and weapons, and associated accessories	<ul style="list-style-type: none"> <li>ParcelMate prohibits the consignment of firearms, weapons and associated accessories, including ammunition, in part or full.</li> <li>ParcelMate may refuse to deliver goods that might reasonably be suspected to be a firearm, weapon or associated accessories.</li> <li>The movement of firearms, weapons and associated items are regulated by the states and territories. Please refer to the following legislation for more information – <ul style="list-style-type: none"> <li><i>Firearms Act 1996 (ACT)</i></li> <li><i>Firearms Act 1996 (NSW)</i></li> <li><i>Firearms Act 1996 (Vic) and Control of Weapons Act 1990 (Vic)</i></li> <li><i>Firearms Act 2015 (SA)</i></li> <li><i>Firearms Act 1973 (WA)</i></li> <li><i>Firearms Act 1996 (Tas)</i></li> <li><i>Firearms Act 1997 (NT)</i></li> <li><i>Weapons Act 1990 (Qld)</i></li> </ul> </li> </ul>

### 3.1 Quarantine restrictions

Australia has detailed domestic laws to stop the spread of pests and diseases between Australian states and territories. The ability to send fresh food, plants and animals through ParcelMate is restrictive. Restrictions will apply to certain items and in some instances the carrier of an item must obtain a permit or certificate or provide more information before the item is sent to another State or Territory.

You should not attempt to consign any fruits, vegetables, nuts (products), food items, plant items or other items of similar origin across Australia, without first referring to domestic laws and regulations. Please refer to: [www.interstatequarantine.org.au](http://www.interstatequarantine.org.au).

More information about State and Territory quarantine regulations can be found at [www.interstatequarantine.org.au](http://www.interstatequarantine.org.au) or by downloading 'Australian Interstate Quarantine: A Traveller's Guide' available on the Australian Interstate Quarantine website.

### 3.2 Interstate transport

Each state and territory has different prohibitions and quarantine restrictions. The following tables provide guidance only information about the movement of items across Australian states and territories. Additional restrictions may apply to the movement of items within states or territories.

Legend:

- (a) YES: ParcelMate will accept this item for carriage to this state or territory.
- (b) NO: ParcelMate will not accept this item for carriage to this state or territory
- (c) PCI: ParcelMate will not accept this item for carriage to this state or territory even if a certificate has been obtained.

Although the following tables are detailed, ParcelMate does not warrant the accuracy or completeness of their content. Broads terms such as 'fruits and vegetables' are used however, exceptions may apply. Please examine listed products carefully. The abbreviation 'FandV' means 'Fruit and vegetables'.

(d) Table: Sending to Victoria:

Sending to:	From:					
VICTORIA	NSW	NT	QLD	SA	TAS	WA
<b>Fruits, vegetable &amp; nuts (products)</b>						
Fruit (fresh)	PCI	PCI	PCI	PCI	PCI	PCI
Fruit salad (fresh)	YES	YES	YES	YES	YES	YES
Fruit & vegetables (dried, dehydrated, freeze-dried, cooked, frozen, canned)	YES	YES	YES	YES	YES	YES
Grapes (table)	PCI	PCI	PCI	PCI	PCI	PCI
Herbs (fresh)	YES	YES	YES	YES	YES	PCI
Herbs & spices (dried)	YES	YES	YES	YES	YES	YES
Melons	YES	YES	YES	YES	YES	YES
Nuts (dried)	YES	YES	YES	YES	YES	YES
Onions	YES	YES	YES	YES	YES	YES
Vegetables (leafy – e.g. lettuce, cabbage)	YES	YES	PCI	YES	YES	PCI

Vegetables (root – e.g. carrot, parsnip)	YES	YES	YES	YES	YES	PCI
Vegetable salad	YES	YES	YES	YES	YES	YES
<b>Food items</b>						
Dairy products including milk, cheese & yoghurt (fresh & powdered)	YES	YES	YES	YES	YES	YES
Eggs	YES	YES	YES	YES	YES	YES
Fish (fresh, canned, smoked, cured)	YES	YES	YES	YES	YES	YES
Honey	PCI	PCI	PCI	PCI	PCI	PCI
Meats (sausage, salami, sliced meats)	YES	YES	YES	YES	YES	YES
Processed foods (noodles, bread, rice, cereals, baby food, biscuits, fruit cake)	YES	YES	YES	YES	YES	YES
<b>Plant items</b>						
Bare rooted plants (except vines)	PCI	PCI	PCI	PCI	PCI	PCI
Blueberry plants	PCI	YES	PCI	YES	PCI	PCI
Bulbs, corms	YES	YES	YES	YES	YES	PCI
Citrus plants	YES	PCI	PCI	YES	YES	PCI
Cut flowers & foliage	PCI	PCI	PCI	PCI	YES	PCI
Flower seedlings	YES	YES	PCI	YES	YES	PCI
Grapevines, cuttings or budwood	PCI	YES	PCI	YES	YES	PCI
House/pot plants	PCI	PCI	PCI	PCI	PCI	PCI
Stock feed (hay, grains, bird food)	PCI	YES	PCI	PCI	YES	PCI
Timber (raw or treated)	YES	YES	YES	YES	YES	PCI
Vegetable seedlings	YES	YES	PCI	YES	YES	PCI
Weeds & weed seeds	PCI	PCI	PCI	PCI	PCI	PCI
<b>Other</b>						
Animals (dogs & cats)	YES	YES	YES	YES	YES	YES
Boots ( <i>free of soil</i> )	YES	YES	YES	YES	YES	YES
Garden tools ( <i>free of soil</i> )	YES	YES	YES	YES	YES	YES
Honeycomb, bees & used beekeeping equipment	PCI	PCI	PCI	PCI	PCI	PCI
Soil	PCI	PCI	PCI	PCI	PCI	PCI

(e) Additional information

Where PCI is listed next to an item, please contact Agriculture Victoria for more information on 136 186 or visit [www.agriculture.vic.gov.au/psb](http://www.agriculture.vic.gov.au/psb).

(f) Sending within Victoria

Movement of plant products in and out of the following zones is regulated:

- (i) **Greater Sunraysia Pest Free Area:** The Greater Sunraysia Pest Free Area (PFA) was established to protect fruit production areas along the Murray River from Queensland fruit

fly. Fruit or fruiting vegetables (including capsicum, chilli, tomato and eggplant) cannot be sent into the PFA.

- (ii) **Phylloxera Control Areas:** Control areas have been established in Victoria to prevent the spread of the grapevine pest phylloxera.
- (iii) **Potato Plant Protection Districts (PPDs):** PPDs are established around some Victorian seed potato production regions in order to reduce biosecurity threats.
- (iv) **Toolangi Plant Protection District:** This District is a protected area in which plant breeding programs are conducted. The entry of plants for propagation into this area is restricted.

Contact Agriculture Victoria for more information about these zones.

### 3.3 NSW

(a) Table: Sending to NSW

Sending to:	From:					
NEW SOUTH WALES & ACT	NT	QLD	SA	TAS	VIC	WA
<b>Fruits, vegetable &amp; nuts (products)</b>						
Fruit and vegetables (fresh)	PCI	PCI	PCI	YES	PCI	PCI
Fruit & vegetables (cooked, canned, freeze-dried, dehydrated)	YES	YES	YES	YES	YES	YES
Fruit salad (sliced fresh)	YES	YES	YES	YES	YES	YES
Herbs (fresh)	YES	YES	YES	YES	YES	PCI
Herbs & spices (dried)	YES	YES	YES	YES	YES	YES
Nuts (dried)	YES	YES	YES	YES	YES	YES
Ware potatoes and sweet potatoes	YES	YES	YES	YES	PCI	PCI
Vegetable salad	YES	YES	YES	YES	YES	YES
<b>Food items</b>						
Dairy products including milk, cheese & yoghurt (fresh & powdered)	YES	YES	YES	YES	YES	YES
Eggs	YES	YES	YES	YES	YES	YES
Fish (canned, smoked/cured)	YES	YES	YES	YES	YES	YES
Honey	PCI	PCI	PCI	PCI	PCI	PCI
Processed foods (noodles, bread, baby food, cereals, sauces, biscuits, fruit cake)	YES	YES	YES	YES	YES	YES
Meats (sausage, salami, sliced meats)	YES	YES	YES	YES	YES	YES
Rice	PCI	PCI	PCI	PCI	PCI	PCI
Tea & coffee	YES	YES	YES	YES	YES	YES
<b>Plant items</b>						
Banana planting material	NO	NO	NO	NO	NO	NO

Bulbs, corms (dormant)	YES	YES	YES	YES	NO	NO
Citrus plants, cuttings or budwood	PCI	NO	YES	YES	YES	PCI
Cut flowers & foliage	YES	YES	YES	YES	YES	NO
Fruit & vegetables (plants, seedlings & seeds)	PCI	PCI	PCI	YES	PCI	PCI
Grapevines, cuttings or budwood	NO	NO	NO	NO	NO	NO
Lupin plant material	YES	YES	PCI	YES	YES	PCI
Pot plants & nursery stock	PCI	PCI	PCI	YES	PCI	PCI
Potato planting material	NO	NO	NO	NO	NO	NO
Timber (raw or treated)	YES	YES	YES	YES	YES	PCI
<b>Other</b>						
Agricultural and recreational equipment ( <i>contaminated with soil</i> )	PCI	PCI	PCI	PCI	PCI	PCI
Animal skins & hides	YES	YES	YES	YES	YES	YES
Boots ( <i>free of soil</i> )	YES	YES	YES	YES	YES	YES
Dogs, cats	YES	YES	YES	YES	YES	YES
Fish (live)	PCI	PCI	PCI	PCI	PCI	PCI
Garden tools ( <i>free of soil</i> )	YES	YES	YES	YES	YES	YES
Honeycomb, bees & used beekeeping equipment	PCI	PCI	PCI	PCI	PCI	PCI
Livestock (cattle, pigs, sheep, horses)	PCI	PCI	PCI	PCI	PCI	PCI
Native birds & mammals	PCI	PCI	PCI	PCI	PCI	PCI
Reptiles	PCI	PCI	PCI	PCI	PCI	PCI
Soil	NO	NO	NO	NO	NO	NO

(b) Additional information

Where PCI is listed next to an item, please contact the following:

- (i) Plants or plant products – 1800 084 881, 02 9741 4790 or [quarantine@dpi.nsw.gov.au](mailto:quarantine@dpi.nsw.gov.au)
- (ii) Animals or animal products – 1800 084 881, 02 9741 4790 or [quarantine@dpi.nsw.gov.au](mailto:quarantine@dpi.nsw.gov.au)
- (iii) Bees or bee products – 1800 084 881, 02 9741 4790 or [quarantine@dpi.nsw.gov.au](mailto:quarantine@dpi.nsw.gov.au)
- (iv) Noxious weeds reporting – 1800 680 244 or [weeds@dpi.nsw.gov.au](mailto:weeds@dpi.nsw.gov.au)
- (v) Native birds and wildlife – 1300 361 967 or [wildlife.licensing@environment.nsw.gov.au](mailto:wildlife.licensing@environment.nsw.gov.au)
- (vi) Fish or fish products – 1300 550 474 or [information-advisory@dpi.nsw.gov.au](mailto:information-advisory@dpi.nsw.gov.au)
- (vii) Aquatic pests or exotic fish – 02 4916 3877 or [aquatic.pests@dpi.nsw.gov.au](mailto:aquatic.pests@dpi.nsw.gov.au)

(c) Sending within NSW and ACT

Movement of plant products in and out of the following zones is regulated:

- (i) **Greater Sunraysia Pest Free Area (PFA):** Part of the far west and Murray regions. Do not send fruit (including capsicum, chilli, tomato and eggplant) into the PFA.



- (ii) **Phylloxera Control Areas:** All of NSW except for Albury / Corowa and the Sydney Basin. Do not send grapevines, cuttings or budwood into this zone. Soil that has been in contact with any grapevine material cannot be sent into this zone.
- (iii) **Rice Biosecurity Zone:** Most of the Murrumbidgee and Murray regions. Do not send rice plants or grain such as paddy rice or brown rice into the zone. Some other rice products are also not allowed into the zone.
- (iv) **Seed Potato Protected Area:** Parts of the south-eastern, central west and northern regions. Do not send potato planting material or soil that has been in contact with potato planting material into these areas.
- (v) **Citrus Red Mite Biosecurity Zone:** Established across the Central Coast region of NSW, including near Gosford, the County of Northumberland and Sydney metropolitan homes in the County of Cumberland. Do not send citrus plants out of this area.

### 3.4 Northern Territory

(a) Table: Sending to NT

Sending to:	From:					
NORTHERN TERRITORY	NSW	QLD	SA	TAS	VIC	WA
<b>Fruits, vegetable &amp; nuts (products)</b>						
Banana	PCI	PCI	PCI	PCI	PCI	PCI
Citrus	PCI	PCI	PCI	PCI	PCI	PCI
Fruit (commercially-grown)	YES	YES	YES	YES	YES	PCI
Fruit & vegetables (cooked, canned, freeze-dried, dehydrated)	YES	YES	YES	YES	YES	YES
Fruit & vegetables (cucumber fly hosts e.g. zucchini, cucumber, melons, pumpkin, tomato, passionfruit)	PCI	PCI	PCI	PCI	PCI	PCI
Fruit & vegetables (home-grown)	PCI	PCI	PCI	PCI	PCI	PCI
Fruit salad (fresh)	YES	YES	YES	YES	YES	YES
Herbs (fresh)	PCI	PCI	PCI	PCI	PCI	PCI
Herbs & spices (dried)	YES	YES	YES	YES	YES	YES
Nuts (dried)	YES	YES	YES	YES	YES	YES
Pawpaw (papaya)	PCI	PCI	PCI	PCI	PCI	PCI
Potato (ware and seed)	PCI	PCI	PCI	PCI	PCI	PCI
Vegetable salad	YES	YES	YES	YES	YES	YES
Vegetables (non-leafy, commercial)	PCI	PCI	PCI	PCI	PCI	PCI
Vegetables (leafy e.g. lettuce)	PCI	PCI	PCI	PCI	PCI	PCI
<b>Food items</b>						
Dairy products including milk, cheese & yoghurt (fresh & powdered)	YES	YES	YES	YES	YES	YES
Eggs (chicken & duck)	YES	YES	YES	YES	YES	YES
Fish (fresh, canned, smoked, cured)	YES	YES	YES	YES	YES	YES

Honey	PCI	PCI	PCI	PCI	PCI	PCI
Processed foods (noodles, bread, rice, baby food, cereals, sauces)	YES	YES	YES	YES	YES	YES
Meats (sausage, salami, sliced meats)	YES	YES	YES	YES	YES	YES
Tea, coffee & biscuits	YES	YES	YES	YES	YES	YES
<b>Plant items</b>						
Bulbs, corms (dormant)	YES	YES	YES	YES	YES	YES
Cut flowers & foliage	PCI	PCI	PCI	PCI	PCI	PCI
Fruit & vegetables (plants & seedlings)	PCI	PCI	PCI	PCI	PCI	PCI
Grapevines, cuttings or budwood	PCI	PCI	PCI	PCI	PCI	PCI
Maize (seed)	PCI	PCI	YES	YES	YES	YES
Pot plants & nursery stock	PCI	PCI	PCI	PCI	PCI	PCI
Pinewood & pinewood products	YES	YES	YES	YES	YES	PCI
Seeds	PCI	PCI	PCI	PCI	PCI	PCI
Weeds & weed seeds	NO	NO	NO	NO	NO	NO
<b>Other</b>						
Boots ( <i>free of soil</i> )	YES	YES	YES	YES	YES	YES
Dogs & cats	YES	YES	YES	YES	YES	YES
Feral animals (fox, cane toad, dingo, European carp etc)	NO	NO	NO	NO	NO	NO
Fish (domestic or aquarium)	PCI	PCI	PCI	PCI	PCI	PCI
Fishing bait (snails, worms etc)	NO	NO	NO	NO	NO	NO
Garden tools ( <i>free of soil</i> )	YES	YES	YES	YES	YES	YES
Horses	PCI	PCI	PCI	PCI	PCI	PCI
Livestock (cattle, pigs, sheep)	PCI	PCI	PCI	PCI	PCI	PCI
Machinery and equipment (agricultural, earthmoving)	PCI	PCI	PCI	PCI	PCI	PCI
Native wildlife & caged birds	PCI	PCI	PCI	PCI	PCI	PCI
Potting mix and compost	PCI	PCI	PCI	PCI	PCI	PCI
Soil	NO	NO	NO	NO	NO	NO
Yabbies	NO	NO	NO	NO	NO	NO

(b) Additional information

Where PCI is listed next to an item, please contact the following:

- (i) Plants or plant products – 08 8999 2118 or email [quarantine@nt.gov.au](mailto:quarantine@nt.gov.au)
- (ii) Livestock – 08 8999 2030
- (iii) Live fish – 08 8999 2144
- (iv) Native birds and other wildlife – email [pwpermits@nt.gov.au](mailto:pwpermits@nt.gov.au)
- (v) Aquatic pests – 08 8999 2126 or 0413 381 094
- (vi) Fisheries – 08 8999 2144

(c) Sending within Northern Territory

Movement of plant products in and out of the following zones is regulated:

- (i) **Ti Tree Fruit Fly Exclusion Zone (FFEZ):** The Ti Tree FFEZ extends from Tennant Creek to Alice Springs. Do not send fruit (including capsicum, chilli, tomato, eggplant, cucumber, zucchini and squash) into the FFEZ.
- (ii) **Adelaide River:** Restrictions apply to fruit and vegetables when travelling south from Darwin to prevent the spread of the pest melon thrips. The following produce must not be sent south along the Stuart Highway beyond the Adelaide River township: beans, capsicum, chilli, cucumber, eggplant, melons, mango fruit and mango plants (unless treated against leaf hopper), okra, pumpkin, silverbeet, squash, tomato, zucchini.

### 3.5 Queensland

(a) Table: Sending to QLD

Sending to:	From:					
QUEENSLAND	NSW	NT	SA	TAS	VIC	WA
<b>Fruits, vegetable &amp; nuts (products)</b>						
Citrus fruit	YES	YES	YES	YES	YES	NO
Fruit (fresh, <i>except banana and mango</i> )	YES	YES	YES	YES	YES	NO
• banana fruit ( <i>must be removed from bunch stalk</i> )	YES	NO	YES	YES	YES	NO
• mango fruit ( <i>stalks must be removed</i> )	YES	YES	YES	YES	YES	NO
Fruit salad (fresh)	YES	YES	YES	YES	YES	YES
Fruit and vegetables (dried, cooked, frozen, canned)	YES	YES	YES	YES	YES	YES
Herbs (fresh)	YES	YES	YES	YES	YES	YES
Herbs & spices (dried)	YES	YES	YES	YES	YES	YES
Mushrooms	YES	YES	YES	YES	YES	YES
Nuts (dried)	YES	YES	YES	YES	YES	YES
Potatoes washed or brushed (soil free, for consumption, not for planting)	YES	YES	YES	YES	YES	YES
Vegetables						
• Cucurbits (e.g. cucumber, pumpkin, squash, zucchini)	YES	YES	YES	YES	YES	PCI
• Fruiting (e.g. capsicum, chilli, eggplant, tomato, tamarillo)	YES	YES	YES	YES	YES	PCI
• Leafy (e.g. lettuce, cabbage, cauliflower, broccoli, kale)	YES	YES	YES	YES	YES	PCI
• Root ( <i>soil free with tops removed</i> )	YES	YES	YES	YES	YES	PCI
<b>Food items</b>						
Camping foods (freeze-dried/dehydrated)	YES	YES	YES	YES	YES	YES
Dairy products including milk, cheese & yoghurt (fresh & powdered)	YES	YES	YES	YES	YES	YES

Eggs	YES	YES	YES	YES	YES	YES
Fish (fresh, canned, smoked, cured)	YES	YES	YES	YES	YES	YES
Honey	YES	YES	YES	PCI	YES	YES
Meats (sausage, salami, sliced meats)	YES	YES	YES	YES	YES	YES
Processed foods (e.g. noodles, bread, rice, cereals, baby food, fruit cake, tea)	YES	YES	YES	YES	YES	YES
<b>Plant items</b>						
Banana plants and seeds of Musaceae ( <i>Musa</i> , <i>Musella</i> and <i>Ensete</i> )	NO	NO	NO	NO	NO	NO
Bare rooted plants	YES	YES	YES	YES	PCI	YES
Bulbs, corms etc (dormant and free of soil)	YES	YES	YES	YES	PCI	YES
Cut flowers & foliage	YES	YES	YES	YES	YES	PCI
Flower seedlings	YES	YES	YES	YES	PCI	YES
Fruit & vegetables (plants & seedlings)	PCI	PCI	PCI	PCI	PCI	PCI
Grapes, grapevines, cuttings or budwood	NO	NO	NO	NO	NO	NO
House/pot plants	PCI	PCI	PCI	PCI	PCI	PCI
Native plants	PCI	PCI	PCI	PCI	PCI	PCI
Pine family plants (Pinus, Picea, Christmas trees)	YES	YES	PCI	YES	PCI	PCI
Pine timber (dried)	YES	YES	YES	YES	YES	PCI
Plants of the <i>Saccharum</i> genus (sugarcane, pit-pit)	NO	NO	NO	NO	NO	NO
Potato planting material	NO	NO	NO	NO	NO	NO
Stock feed (hay, grains, bird food)	YES	YES	PCI	YES	YES	YES
Strawberry plants	YES	YES	YES	YES	YES	YES
Weeds & weed seeds	NO	NO	NO	NO	NO	NO
<b>Other</b>						
Animals (dogs, cats, guinea pigs, rats, mice, exotic birds)	YES	YES	YES	YES	YES	YES
Animals (fish and axolotl – aquarium not noxious)	YES	YES	YES	YES	YES	YES
Animals (fish – declared noxious)	NO	NO	NO	NO	NO	NO
Animals (pet rabbits, pet ferrets, exotic reptiles, exotic amphibians other than axolotl, exotic mammals)	NO	NO	NO	NO	NO	NO
Animals (livestock – cattle, pigs, sheep, horses)	PCI	PCI	PCI	PCI	PCI	PCI
Animals (native birds & wildlife)	PCI	PCI	PCI	PCI	PCI	PCI
Animal skins & hides	NO	NO	YES	YES	YES	PCI
Boots (free of soil and organic matter <b>and</b> not associated with bananas, cucurbit plants (e.g. cucumbers, melons), sugarcane, mangoes or grape vines)	YES	YES	YES	YES	YES	YES
Garden tools (washed and totally free of soil)	YES	PCI	YES	YES	PCI	YES
Honeycomb, bees & used beekeeping equipment, including used hives	YES	YES	YES	PCI	YES	YES
Soil or anything containing soil	NO	NO	NO	NO	NO	NO

(b) Additional information

Where PCI is listed next to an item, please contact the following:

- (i) Plants or plant products, skins and hides, movement of livestock, pets (except declared noxious fish), declared noxious fish – Department of Agriculture and Fisheries customer service centre on 07 3404 6999 or [callweb@daf.qld.gov.au](mailto:callweb@daf.qld.gov.au)
- (ii) [www.daf.qld.gov.au/biosecurity](http://www.daf.qld.gov.au/biosecurity)
- (iii) Native plants, birds and wildlife – Environment and Heritage Protection 1300 130 372.

(c) Sending within Queensland

Movement of plant products in and out of areas within Queensland is regulated.

The whole of the State is a biosecurity zone for bananas, grape plants, mangoes and sugarcane. Do not send any plants, soil or items that have been in contact with these plants into Queensland.

For more information about the following biosecurity zones please contact the DAF customer service centre on 07 3404 6999:

- (i) Banana pest biosecurity zone
- (ii) Far northern pest biosecurity zone 1 and 2
- (iii) Electric ant biosecurity zone
- (iv) Fire ant pest biosecurity zone
- (v) Papaya ring spot biosecurity zone
- (vi) Grape Phylloxera exclusion zone – do not send grapes, grape vines, cuttings, budwood or soil from within 100m of a living grape vine into this zone.
- (vii) Sugarcane pests biosecurity zone.

### 3.6 South Australia

(a) Table: Sending to SA

Sending to:	From:					
	NSW	NT	QLD	TAS	VIC	WA
<b>SOUTH AUSTRALIA</b>						
<b>Fruits, vegetable &amp; nuts (products)</b>						
Asparagus	YES	YES	YES	YES	YES	PCI
Fruit (fresh)	NO	NO	NO	YES	NO	NO
Fruit and vegetables (processed, dried, preserved, cooked, frozen, canned)	YES	YES	YES	YES	YES	YES
Herbs (fresh cut)	YES	YES	YES	YES	YES	PCI
Herbs and spices (dried)	YES	YES	YES	YES	YES	YES
Melons (watermelon, rockmelon, honeydew)	PCI	PCI	PCI	YES	YES	PCI
Mushrooms	YES	YES	YES	YES	YES	YES
Nuts (dried)	YES	YES	YES	YES	YES	YES
Onions, garlic cured, topped and tailed	YES	YES	YES	YES	YES	YES

Onions, garlic, leeks, spring onions, chives (fresh)	YES	YES	YES	YES	YES	PCI
Pineapple	YES	YES	YES	YES	YES	YES
Potatoes washed or brushed ( <i>soil free – ware, not for planting</i> )	YES	YES	YES	YES	YES	PCI
Sweet potato ( <i>soil free</i> )	YES	YES	YES	YES	YES	YES
Spinach, silver beet	PCI	PCI	PCI	YES	YES	PCI
Vegetables (cucurbits e.g. cucumber, pumpkin, squash, zucchini)	PCI	PCI	PCI	YES	YES	PCI
Vegetables (fruiting e.g. capsicum, chilli, eggplant, tomato, tamarillo)	NO	NO	NO	YES	NO	NO
Vegetables (leafy e.g. lettuce, cabbage, cauliflower, broccoli, kale)	YES	YES	YES	YES	YES	PCI
Vegetables (root) ( <i>soil free with tops removed</i> )	YES	YES	YES	YES	YES	YES
<b>Food items</b>						
Camping food (freeze-dried, dehydrated), eggs	YES	YES	YES	YES	YES	YES
Dairy products (e.g. milk, cheese and yoghurt)	YES	YES	YES	YES	YES	YES
Fish (fresh, canned)	YES	YES	YES	YES	YES	YES
Fruit salad (fresh)	NO	NO	NO	YES	NO	NO
Honey, honeycomb, beeswax, pollen, bees, hives, used equipment	PCI	PCI	PCI	PCI	PCI	PCI
Meats (poultry, sausage, salami, sliced meats)	YES	YES	YES	YES	YES	YES
Processed foods (e.g. noodles, bread, rice, cereals, baby food, biscuits, cakes)	YES	YES	YES	YES	YES	YES
<b>Plant items</b>						
Bulbs, corms (dormant)	YES	YES	YES	YES	YES	PCI
Citrus plants (no fruit or soil, commercial potting mix only)	PCI	PCI	NO	PCI	YES	PCI
Cut flowers (excluding Myrtaceae)	PCI	PCI	PCI	PCI	PCI	PCI
Date palms	YES	PCI	PCI	YES	PCI	PCI
Fruit & vegetable plants including seedlings	PCI	PCI	PCI	PCI	PCI	PCI
Grapevines, cuttings, budwood	NO	NO	NO	NO	NO	NO
House/pot plants and cuttings/nursery stock/potted herbs	PCI	PCI	PCI	PCI	PCI	PCI
<i>Pinus</i> plants	PCI	PCI	PCI	PCI	PCI	PCI
Pine timber (dried)	YES	YES	YES	YES	YES	PCI
Fire wood (dried and barkfree)	PCI	PCI	PCI	PCI	PCI	PCI
Seeds (edible or sprouting) not maize for planting	YES	YES	YES	YES	YES	YES
<b>Other</b>						
Animals (dogs, cats) domestic	YES	YES	YES	YES	YES	YES
Cartons (fruit and vegetable, used for packaging containers)	YES	YES	YES	YES	YES	YES
Eggs (poultry hatching)	YES	YES	YES	YES	YES	YES
Live Pacific oysters	YES	YES	YES	NO	YES	YES

Soil (dirt)	NO	NO	NO	NO	NO	NO
Stock feed (hay, fodder)	YES	YES	PCI	YES	PCI	PCI

(b) Additional information

Where PCI is listed next to an item, please contact the following:

- (i) Fruit, vegetables, plant material, bee products and bee equipment – 08 8207 7820
- (ii) Aquarium/exotic fish and plants – 1800 065 522
- (iii) Livestock and animal health enquiries – 08 8207 7900
- (iv) Native animals: Fauna Permits 08 8124 4972
- (v) Exotic pets/animals – Natural Resources Management Biosecurity 08 8303 9620

Note: Produce status can be affected by transiting through other States. In addition to the origin of any produce, you must also take into account the advice for the State in which the item was last located before sending it into South Australia.

(c) Sending within South Australia

- (i) **Kangaroo Island:** Do not send rabbits, bees or bee products onto the island. Potatoes are also prohibited unless they have been washed or brushed free of soil and are in new packaging.
- (ii) **Riverland of South Australia:** Do not send fresh, unprocessed fruit and fruiting vegetables (including capsicum, chilli, tomato and eggplant) into the Riverland of South Australia without an itemised receipt from an SA retail outlet or a Plant Health Certificate.
- (iii) **South Australian Quarantine Checkpoints:** Quarantine stations and fruit disposal bins are strategically placed throughout South Australia. Mobile quarantine stations can operate anywhere and at any time within South Australia. South Australia’s Riverland region is a recognised Pest Free Area. If caught with uncertified fruit or fruiting vegetables, travellers/senders face fines and penalties range between \$375 up to \$100,000.
- (iv) **Proof of purchase:** You may be required to provide proof of where some items were grown. Keep receipts for items purchased in SA.

### 3.7 Tasmania

(a) Table: Sending to TAS

Sending to:	From:					
<b>TASMANIA</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>VIC</b>	<b>WA</b>
<b>Fruits, vegetable &amp; nuts (products)</b>						
Fruit & vegetables (fresh)	PCI	PCI	PCI	PCI	PCI	PCI
Fruit & vegetables (cooked, hard frozen, canned, preserved, dried commercially)	YES	YES	YES	YES	YES	YES
Fruit salad (fresh)	NO	NO	NO	NO	NO	NO
Herbs (fresh)	PCI	PCI	PCI	PCI	PCI	PCI
Herbs & spices (dried & non-viable)	YES	YES	YES	YES	YES	YES

Nuts (dried)	YES	YES	YES	YES	YES	YES
Nuts (fresh)	NO	NO	NO	NO	NO	NO
Onions, shallots, chives, garlic	PCI	PCI	PCI	PCI	PCI	PCI
Peas (fresh or dried) - including seeds for sowing	PCI	PCI	PCI	PCI	PCI	PCI
Potatoes (fresh or seed)	NO	NO	NO	NO	NO	NO
Vegetable/summer salad	NO	NO	NO	NO	NO	NO
<b>Food items</b>						
Camping foods (freeze-dried)	YES	YES	YES	YES	YES	YES
Dairy products including milk, cheese & yoghurt (fresh & powdered)	YES	YES	YES	YES	YES	YES
Eggs	YES	YES	YES	YES	YES	YES
Fish (canned)	YES	YES	YES	YES	YES	YES
Fish (flake, snapper, coral trout, barramundi, tuna, whiting, trevally, ling, squid, prawns, crab meat, crayfish) (fresh/frozen, whole/fillets)*	YES	YES	YES	YES	YES	YES
Fish (salmon, trout, eel, hake, cod, perch, mullet, flounder, bream, flathead, sardine); shellfish (oysters, clams, mussels, abalone (dead or alive)	NO	NO	NO	NO	NO	NO
Honey** (must be declared to Biosecurity Officers)	YES	YES	YES	YES	YES	YES
Meats (poultry, sausage, salami, sliced meats)	YES	YES	YES	YES	YES	YES
Meats (pork, lamb, beef - for personal consumption)	YES	YES	YES	YES	YES	YES
Processed foods (noodles, bread, rice, cereals, baby food, biscuits, fruit cake, pastries, jams, sauces)	YES	YES	YES	YES	YES	YES
Tea & coffee	YES	YES	YES	YES	YES	YES
Other foods: sandwiches, pizza, fish& chips, souvlakis, hamburgers, pasta, sweet/savoury rolls, pies, sushi	YES	YES	YES	YES	YES	YES
<b>Plant items</b>						
Bulbs, corms	PCI	PCI	PCI	PCI	PCI	PCI
Cut flowers & foliage	PCI	PCI	PCI	PCI	PCI	PCI
Fruit & vegetables (plants, seedlings & seeds)	PCI	PCI	PCI	PCI	PCI	PCI
Grapevines, cuttings or budwood	PCI	PCI	PCI	PCI	PCI	PCI
House/pot plants & nursery stock	PCI	PCI	PCI	PCI	PCI	PCI
Stock feed (hay, grain, birdseed/sticks, pelletised feed)	PCI	PCI	PCI	PCI	PCI	PCI
Timber & timber products (untreated including firewood)	PCI	PCI	PCI	PCI	PCI	PCI
Weeds & weed seeds	NO	NO	NO	NO	NO	NO
<b>Other</b>						
Agricultural equipment contaminated with plant material or soil	NO	NO	NO	NO	NO	NO
Animals (cats, horses, guinea pigs, zebra finch, budgerigars, cockatiels, canaries and domestic fowls)	YES	YES	YES	YES	YES	YES



Animals (dogs) - must be treated for hydatid tapeworm prior to arrival	PCI	PCI	PCI	PCI	PCI	PCI
Animals (feral – e.g. fox, cane toad, European carp, Indian myna etc)	NO	NO	NO	NO	NO	NO
Animals (fish - freshwater or marine)	PCI	PCI	PCI	PCI	PCI	PCI
• Private or commercial imports	NO	NO	NO	NO	NO	NO
• Fishing bait (snails, worms etc)	PCI	PCI	PCI	PCI	PCI	PCI
• Fish products	NO	NO	NO	NO	NO	NO
• Goldfish	NO	NO	NO	NO	NO	NO
Animals (livestock - cattle, pigs, sheep)	PCI	PCI	PCI	PCI	PCI	PCI
Animals (native wildlife, pigeons, aviary birds)	PCI	PCI	PCI	PCI	PCI	PCI
Animals (poultry & hatching eggs)	YES	YES	YES	YES	YES	YES
Animals (reptiles, amphibians, ferrets)	NO	NO	NO	NO	NO	NO
Animals (yabbies/freshwater crayfish)	NO	NO	NO	NO	NO	NO
Animal skins & hides (untanned fox skins)	PCI	PCI	PCI	PCI	PCI	PCI
Boots ( <i>free of soil</i> )	YES	YES	YES	YES	YES	YES
Fishing & diving equipment inc. boats & waders (marine or freshwater)	PCI	PCI	PCI	PCI	PCI	PCI
Garden tools ( <i>free of soil</i> )	YES	YES	YES	YES	YES	YES
Honeycomb, bees & used beekeeping equipment	NO	NO	NO	NO	NO	NO
Soil or anything containing soil	NO	NO	NO	NO	NO	NO

\* Seafood must be labelled with scientific and common names

\*\* Honey must be free of wax and bee debris.

(b) Additional information

Where PCI is listed next to an item, please contact the following:

- (i) Plants or plant products and seafood – 03 6165 3777 or email: [biosecurity.tasmania@dpiwwe.tas.gov.au](mailto:biosecurity.tasmania@dpiwwe.tas.gov.au)
- (ii) Fish, fish products and fishing/diving equipment (marine and freshwater) – 03 6165 3777 or email: [biosecurity.tasmania@dpiwwe.tas.gov.au](mailto:biosecurity.tasmania@dpiwwe.tas.gov.au)
- (iii) Dogs (treatment for hydatid tapeworm prior to arrival) – 1800 684 215
- (iv) Livestock/pets/domestic animals (including livestock restrictions applying to Bass Strait Islands – Quarantine Vet 03 6165 3777 email: [biosecurity.tasmania@dpiwwe.tas.gov.au](mailto:biosecurity.tasmania@dpiwwe.tas.gov.au)
- (v) Native wildlife (reptiles, birds, mammals, insects) and aviary birds – 03 6165 4305 or email: Wildlife Permits Officer [wildlife.reception@dpiwwe.tas.gov.au](mailto:wildlife.reception@dpiwwe.tas.gov.au)

Please note that taking rabbits to King, Flinders and other Bass Strait Islands is prohibited.

(c) Sending within Tasmania

- (i) **Tasmanian quarantine checkpoints:** Plant and animal quarantine examinations are conducted at all points of entry into Tasmania. On-the-spot fines apply for both commercial and non-commercial imports.

- (ii) **Cat restrictions:** If you own, acquire, breed or sell a cat in Tasmania new laws under the Cat Management Act 2009 apply.

### 3.8 Western Australia

(a) Table: Sending to WA

Sending to:	From:					
<b>WESTERN AUSTRALIA</b>	<b>NSW</b>	<b>NT</b>	<b>QLD</b>	<b>SA</b>	<b>TAS</b>	<b>VIC</b>
<b>Fruits, vegetable &amp; nuts (products)</b>						
Fruit and vegetables (fresh) <ul style="list-style-type: none"> <li><u>exceptions</u> (providing they are free of soil, pests, disease and any sprouting or green growth): beetroot, carrot, coconut, corn on the cob, ginger, mushrooms (commercially packaged), parsnip, pineapple, swede, galangal, sweet potato, taro, turnip, commercially packed leafy greens</li> </ul>	PCI YES	PCI YES	PCI YES	PCI YES	PCI YES	PCI YES
Fruit and vegetables (frozen or commercially dried or packed) <ul style="list-style-type: none"> <li><u>excluding</u> muntries, ribberries, grapes, guava, mango (with seed), uncooked banana leaves and unpeeled onions and potatoes</li> </ul>	YES NO	YES NO	YES NO	YES NO	YES NO	YES NO
Fruit and vegetables (cooked)	YES	YES	YES	YES	YES	YES
Nuts (raw walnuts in shell)	NO	NO	NO	NO	NO	NO
Nuts (other)	YES	YES	YES	YES	YES	YES
<b>Food items</b>						
Dairy products	YES	YES	YES	YES	YES	YES
Eggs	YES	YES	YES	YES	YES	YES
Herbs (fresh cut; free of soil, pests, disease)	PCI	PCI	PCI	PCI	PCI	PCI
Herbs & spices (commercially dried, except cloves)	YES	YES	YES	YES	YES	YES
Honey & other hive products (unless certified as heat-treated)	NO	NO	NO	NO	NO	NO
Lentils, split peas, beans (split or processed)	YES	YES	YES	YES	YES	YES
Meat products (fresh, frozen, dried or processed)	YES	YES	YES	YES	YES	YES
Seafood (fish for consumption)	YES	YES	YES	YES	YES	YES
Seafood (other)	PCI	PCI	PCI	PCI	PCI	PCI
Processed foods (biscuits, fruit cake, fruit juice, cordial, polished rice, cereals, bread, chips, baby food, jams, pickles, soups)	YES	YES	YES	YES	YES	YES
Processed items (flour, sugar, tinned F&V, rice milled)	YES	YES	YES	YES	YES	YES
Rice (unmilled)	NO	NO	NO	NO	NO	NO
Seeds (edible – commercially packaged)	PCI	PCI	PCI	PCI	PCI	PCI

• <u>exceptions</u> : pumpkin, sun flower, pepita	YES	YES	YES	YES	YES	YES
Tea & coffee (commercially packaged, beans)	YES	YES	YES	YES	YES	YES
Truffles (for consumption – free of soil, pests, disease)	PCI	PCI	PCI	PCI	PCI	PCI
<b>Plant items</b>						
Bulbs	PCI	PCI	PCI	PCI	PCI	PCI
Cut flowers & foliage	PCI	PCI	PCI	PCI	PCI	PCI
Garden/house/pot plant	PCI	PCI	PCI	PCI	PCI	PCI
Seeds	PCI	PCI	PCI	PCI	PCI	PCI
Stock feed (hay/fodder)	NO	NO	NO	NO	NO	NO
Timber (dressed/without bark)	YES	YES	YES	YES	YES	YES
Wood (firewood: dried & bark-free)	YES	YES	YES	YES	YES	YES
Wood (ornamental: dried & bark-free)	YES	YES	YES	YES	YES	YES
<b>Other</b>						
Animals (birds/fish/aquariums/wildlife): pets or other	PCI	PCI	PCI	PCI	PCI	PCI
Animals (domestic: cats & dogs)	YES	YES	YES	YES	YES	YES
Animals skins & hides (free of plant material, seeds, soil & pests)	YES	YES	YES	YES	YES	YES
Animals (livestock e.g. cattle, pigs, sheep, horses)	PCI	PCI	PCI	PCI	PCI	PCI
Birdseed	NO	NO	NO	NO	NO	NO
Bees & apiary equipment	NO	NO	NO	NO	NO	NO
Containers (agricultural/horticultural; used, including bags, cartons and potato sacks)	NO	NO	NO	NO	NO	NO
Bait (crustaceans e.g. prawns)	NO	PCI	NO	PCI	PCI	PCI
Soil (including in plant pots)	NO	NO	NO	NO	NO	NO

(b) Additional information

Where PCI is listed next to an item, please contact the following:

- (i) Quarantine WA – Department of Primary Industries and Regional Development – 08 9334 1800 or [followup@dpiird.wa.gov.au](mailto:followup@dpiird.wa.gov.au)
- (ii) Department of Biodiversity, Conservation and Attractions (DBCA) – 08 9219 9831 or [wildlifelicensing@dbca.wa.gov.au](mailto:wildlifelicensing@dbca.wa.gov.au)
- (iii) Aviary birds
- (iv) Native animals (reptiles, birds, mammals, insects).

(c) Sending within Western Australia

- (i) **Broome area:** Movement of palm plants and palm foliage from the Broome area is restricted.
- (ii) **Kununurra and Carnarvon areas:** Movement of banana plants (except fruit), leaves, and soil from the Carnarvon and Kununurra areas is restricted. Banana containers from areas

infested with Panama disease (tropical race 4) are not allowed into the Carnarvon and Kununurra areas.

- (iii) **Ord River Irrigation Area (ORIA – near Kununurra):** There are restrictions on the movement of cut flowers and foliage, fruit, plants and vegetables from the ORIA. From 1 April to 30 November each year, there are restrictions on the movement of citrus and stone fruit into the Ord River Irrigation Area.
- (iv) **Kimberley division:** There are restrictions on the entry of nursery stock, cut flowers and foliage, and leafy vegetables into the Kimberley division.
- (v) **Potato growing areas (Gingin and South West):** Potatoes imported into WA from another State / Territory have restrictions on entry into WA potato growing areas.

#### 4. Restricted Goods

ParcelMate classifies the following goods as Restricted Goods.

Restricted Good	Requirements
Alcohol	<p>ParcelMate will accept alcoholic beverages of less than 24% alcohol by volume, if it meets packaging and collection requirements.</p> <p><b>Delivery / Collection Requirements</b></p> <ul style="list-style-type: none"> <li>• ParcelMate will not deliver an alcoholic beverage to a person under 18 years of age.</li> <li>• The sender of the goods must declare the he or she is over the age of 18 years.</li> <li>• ParcelMate requires the person receiving the delivery to show an evidence of age document indicating that the person is of or over the age of 18 years.</li> </ul> <p><b>Packaging Requirements</b></p> <p>Your alcoholic beverage must be packaged so as to be leak proof and in sufficient wrapping so as to prevent breakage.</p>
Tobacco and smoking products	<p>ParcelMate will accept tobacco, tobacco products and smoking products, if packaging and collection requirements are met. This includes tobacco, cigars, cigarettes, e-cigarettes and e-cigarette accessories, non-tobacco and tobacco smoking products, or any other product the main ingredient of which is tobacco and which is designed for human consumption.</p> <p><b>Delivery / Collection Requirements</b></p> <ul style="list-style-type: none"> <li>• ParcelMate will not deliver tobacco or smoking products to a person under 18 years of age.</li> <li>• The sender of the goods must declare the he or she is over the age of 18 years.</li> <li>• ParcelMate requires the person receiving the delivery to show an evidence of age document indicating that the person is of or over the age of 18 years.</li> </ul> <p>Note that e-cigarettes may be powered by lithium batteries. Lithium batteries are a Restricted Good. Please refer to the lithium batteries requirements below.</p>

Lithium Batteries	<p>Lithium batteries are dangerous goods. Lithium batteries can be transported by ParcelMate if all of the following requirements are met.</p> <p><b>Packaging Requirements</b></p> <ul style="list-style-type: none"> <li>Lithium batteries must be contained in equipment, turned off and within a box.</li> <li>The equipment must be protected from damage and short circuit, and the equipment must be equipped with an effective means of preventing accidental activation i.e. turned off. This requirement does not apply to devices which are intentionally active in transport (radio frequency identification (RFID) transmitters, watches, sensors, etc.) and which are not capable of generating a dangerous evolution of heat.</li> <li>Batteries must not be sent loose or outside equipment.</li> </ul> <table border="1" data-bbox="571 674 1361 1350"> <tr> <td data-bbox="571 674 823 981"><b>Lithium metal cells or batteries contained in equipment</b></td> <td data-bbox="828 674 1361 981"> <p>These are generally non-rechargeable batteries used to power devices such as watches, calculators, cameras, temperature data loggers, car key fobs and defibrillators.</p> <p>Must have limit of lithium content of 2g per battery.</p> <p>Cannot pack more than 2 batteries (4 cells) per package.</p> </td> </tr> <tr> <td data-bbox="571 987 823 1350"><b>Lithium ion cells or batteries</b></td> <td data-bbox="828 987 1361 1350"> <p>These are generally rechargeable batteries and used to power devices such as mobile telephones, laptop computers, tablets, power tools and e-bikes. Most batteries for phones, laptops and cameras will usually be under 100 watt hours and batteries for power tools and equipment will be over.</p> <p>Must have capacity of 100 watt hours per battery.</p> <p>Cannot pack more than 2 batteries (4 cells) per package.</p> </td> </tr> </table>	<b>Lithium metal cells or batteries contained in equipment</b>	<p>These are generally non-rechargeable batteries used to power devices such as watches, calculators, cameras, temperature data loggers, car key fobs and defibrillators.</p> <p>Must have limit of lithium content of 2g per battery.</p> <p>Cannot pack more than 2 batteries (4 cells) per package.</p>	<b>Lithium ion cells or batteries</b>	<p>These are generally rechargeable batteries and used to power devices such as mobile telephones, laptop computers, tablets, power tools and e-bikes. Most batteries for phones, laptops and cameras will usually be under 100 watt hours and batteries for power tools and equipment will be over.</p> <p>Must have capacity of 100 watt hours per battery.</p> <p>Cannot pack more than 2 batteries (4 cells) per package.</p>
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<b>Lithium ion cells or batteries</b>	<p>These are generally rechargeable batteries and used to power devices such as mobile telephones, laptop computers, tablets, power tools and e-bikes. Most batteries for phones, laptops and cameras will usually be under 100 watt hours and batteries for power tools and equipment will be over.</p> <p>Must have capacity of 100 watt hours per battery.</p> <p>Cannot pack more than 2 batteries (4 cells) per package.</p>				
Sharp objects	<ul style="list-style-type: none"> <li>Any objects with sharp, sharp-edged or pointed items must be packaged to avoid harm to any other goods, transport service or persons. For example, in a primary inner wrapping such as bubble wrap, polystyrene or similar material.</li> </ul>				