Prohibited and Restricted Goods Guide

July 2026

STARTRACK

Purpose

This Prohibited and Restricted Goods Guide describes the contents and packaging of articles that cannot be accepted by Star Track Express Pty Limited (StarTrack), excluding the StarTrack Courier Service. For details about the StarTrack Courier Service please speak to your Account Manager.

How to read this guide

✕	**Prohibited Goods**
*	**Prohibited Goods**, but may be accepted if packaged in accordance with any reasonable directions given by us, subject to our prior consent and/or Customer Scoping Questionnaire (CSQ).^ Please speak to your Account Manager for further information.
⚠	**Restricted Goods** that may be accepted in some services subject to our prior consent and/or Customer Scoping Questionnaire (CSQ).^ Volume limitations and other restrictions may apply. Please speak to your Account Manager for further information.
✓	**Permitted Goods**

Terms and conditions of service

Terms and conditions are contained in the Star Track Express Pty Limited Terms and Conditions, available on our website. When consigning Goods with StarTrack, it's your responsibility to understand and comply with your legal obligations in relation to Chain of Responsibility. Visit our website for more information. You must also comply with all applicable Laws and any reasonable directions given by us when consigning Goods with us. It is your responsibility to select an appropriate and compliant Service for the delivery of your Goods in accordance with any reasonable directions given by us. Should you fail to meet the requirements of this Guide we may be unable to deliver the Goods. Additional Charges may apply to various categories of Goods. You may also find it useful to refer to the Parcel and Freight Preparation Guide to help you prepare your consignments for delivery.

Note on dangerous goods

Dangerous Goods (as defined in the StarTrack Terms and Conditions) may only be consigned with our prior consent, and subject to special restrictions and obligations. Some examples of Dangerous Goods include aerosols, lithium batteries and flammable liquids. Consignments containing Dangerous Goods will incur an additional transit day to the delivery time estimates provided by us. Additional Charges apply to the delivery of Dangerous Goods. For information about the consignment of Dangerous Goods (and the associated Additional Charges), please refer to the StarTrack Terms and Conditions, the Dangerous Goods Guide and the document entitled "Additional Charges" which is generally appended to your Pricing Schedule and which can be found here.

Note on manually handled and oversize goods

Oversize Goods (as defined in the StarTrack Terms and Conditions) may only be consigned with our prior consent. Consignments containing Oversize Goods or requiring manual handling will incur an additional transit day to the delivery time estimates provided by us. For information about consigning Oversize Goods or Goods requiring manual handling, please refer to the StarTrack Terms and Conditions and the document entitled "Additional Charges" which is generally appended to your Pricing Schedule and which can be found here.

^Please note that Customer Scoping Questionnaires are completed for **all** new business opportunities and introduction of new types of Goods in existing Services to determine compatibility of your freight for our Services.

Table 1: Prohibited and restricted packaging and sizes

	Road Express	Special Services	Security Express	Premium	Next Flight
Any Goods with unreadable barcodes (obscured or poor quality)	✗	✗	✗	✗	✗
Any Goods with L > 300cm	✗	✗	✗	✗	✗
Freight on pallets and skids that exceed standard dimensions of L 120cm x W 120cm	✗	✗	✗	✗	✗
Freight that may damage or cause delay to other consignments	✗	✗	✗	✗	✗
Pallets and skids with H > 180cm (that cannot be broken down) or H > 160cm if break down of pallet is required Premium max pallet height 1.6m (broken down / cannot be broken down)	✗	✗	✗	✗	✗
Pallets with dead weight > 800kgs and skids with dead weight > 70kgs If skids exceed 70kgs dead weight, you should load the freight on a pallet.	✗	✗	✗	✗	✗
Single un-palletised Goods that are greater than 32kgs in dead weight If single un-palletised items exceed 32kgs dead weight, you should load the freight on a pallet or skid.	✗	✗	✗	✗	✗
Wood packaging (crate) with pallet type base > 120cm	✗	✗	✗	✗	✗
Wood packaging (crate) without pallet type base	✗	✗	✗	✗	✗
Any articles with non-standard label templates	⚠	⚠	⚠	⚠	⚠
Boxes and cartons with any dimension < 5cm Goods with these dimensions may be accepted if they constitute less than **5%** of your volume for the Service in a consecutive 6-month period. In Road Express, Special Services and Security Express, cartons must meet the following minimum compatibility requirements: L 20cm W 15cm H 5cm and dead weight 2kgs.	⚠	⚠	⚠	⚠	⚠
Custom pallet or skid frames with dims > L 120cm x W 120cm Goods with these dimensions may be accepted if they constitute less than **10%** of your volume for the Service in a consecutive 6-month period.	⚠	⚠	⚠	⚠	⚠
Goods packaged in tubes or cylinders (with or without sleeves) These Goods may be accepted if they constitute less than **5%** of your volume for the Service in a consecutive 6-month period.	⚠	⚠	⚠	⚠	⚠
Goods that cannot be lifted onto or off a truck by one person using the standard equipment available or at the customer's premises	✗	✓	✗	✗	✗
Items with dims > L 117cm W 60cm H 60cm or dead weight > 20kgs Goods with these dimensions may be accepted if they constitute less than **5%** of your volume for the Service in a consecutive 6-month period. Please note that these dimensions are only applicable to Road Express and Special Services.	⚠	⚠			
Items with dims > L 105cm W 60cm H 60cm or dead weight > 22kgs Goods with these dimensions may be accepted if they constitute less than **5%** of your volume for the Service in a consecutive 6-month period. Please note that these dimensions are only applicable to Security Express, Premium and Next Flight.			⚠	⚠	⚠
Pallets with dead weight <800kgs & skids with dead weight <70kgs Goods with these dimensions may be accepted if they constitute less than **10%** of your volume for the Service in a consecutive 6-month period.	⚠	⚠	⚠	⚠	⚠
Satchels, totes, jiffy bags, bubble wrap, plastic wrap and other non-rigid packaging	✗	✗	✓	✓	✓

Table 2: Prohibited and restricted goods

	Road Express	Special Services	Security Express	Premium	Next Flight
Alcohol (for human consumption and not in hampers) This category does not include Goods that are not produced for human consumption, including perfumes and hand sanitisers.	⊗	⊗	⊗	⊗	⊗
Ammunition	⊗	⊗	⊗	⊗	⊗
Automobile parts This category includes, but is not limited to automobile panels, bumper bars, engines, windscreens and similar Goods. Automobile parts that can be cartonised, such as filters, brake pads, headlights, and seat covers, and which are not otherwise described as Prohibited or Restricted Goods may be accepted. Please speak to your Account Manager for further information.	⊗	⊗	⊗	⊗	⊗
Counterfeit goods	⊗	⊗	⊗	⊗	⊗
Currency (Australian cash and banknotes)	⊗	⊗	⊗	⊗	⊗
Furniture and whitegoods (assembled) StarTrack prohibits Goods in these categories from all StarTrack Services if non-compliant with the packaging requirements outlined in Table 1.	⊗	⊗	⊗	⊗	⊗
Machinery and agricultural equipment not in cartons or non-compliant with pallet and/or skid packaging requirements StarTrack prohibits Goods in these categories from all StarTrack Services if non-compliant with the packaging requirements outlined in Table 1.	⊗	⊗	⊗	⊗	⊗
Magnets The prohibition applies to any material that, when packed, produces a magnetic compass deflection of 2° at a distance of 2.1 meters from any point on the surface of the package.	⊗	⊗	⊗	⊗	⊗
Manufactured metal items (not in cartons) This category includes, but is not limited to frames, rods, gates, tracks, security doors and similar Goods. Manufactured metal items that can be cartonised, such as door handles, cups, and cutlery, and which are not otherwise described as Prohibited or Restricted Goods may be accepted. Please speak to your Account Manager for further information.	⊗	⊗	⊗	⊗	⊗
Motorbikes and automobiles Disassembled parts which are not otherwise described as Prohibited or Restricted Goods may be accepted if they are packaged in accordance with Table 1.	⊗	⊗	⊗	⊗	⊗
Refrigerated/perishable items (for human consumption) StarTrack prohibits Goods in these categories from all StarTrack Services as StarTrack operates an ambient network.	⊗	⊗	⊗	⊗	⊗
Sandbags and similar items (filled) These include, but are not limited to filled garden soil bags, fertiliser bags, pool salt bags and rice bags.	⊗	⊗	⊗	⊗	⊗
Tyres, including motorbike tyres (not in cartons)	⊗	⊗	⊗	⊗	⊗
Wire spools or drums on skids or pallets StarTrack prohibits Goods in these categories from all StarTrack Services if non-compliant with the packaging requirements outlined in Table 1.	⊗	⊗	⊗	⊗	⊗

Table 2: Prohibited and restricted goods cont.

	Road Express	Special Services	Security Express	Premium	Next Flight
Alcohol (for human consumption and in hampers) StarTrack generally prohibits alcohol from all StarTrack Services; however, alcohol in hampers may be accepted in limited quantities in some StarTrack Services, depending on relevant state alcohol delivery laws and other restrictions. Please speak to your Account Manager for further information.	✗	✗	✗	⚠	✗
Animals (living or deceased) In Services in which these Goods may be carried, bees, leeches, silkworms, silkworm eggs and other harmless insects may only be sent subject to compliance with Federal/State laws and regulations.	✗	✗	⚠	⚠	⚠
Antiquities, antiques, and works of art	✗	✗	✓	✗	*
Bonds, securities, and negotiable instruments of any kind Please note that Goods must not exceed $5000 in value per delivery.	✗	✗	✓	✗	✗
Cigarettes, tobacco, and tobacco products	✗	✗	⚠	✗	⚠
Currency (foreign cash and banknotes)	✗	✗	*	*	✗
Drugs/medicines (classified/schedule – non refrigerated) Restriction levels and sender obligations can vary depending on drug/medicine classification and Federal/State laws and regulations. The customer is responsible for determining whether StarTrack's Services are suitable for the transport of their drugs/medicines, and for appropriately packing drugs/medicines for transport within an ambient network. The below "schedule" classifications are as defined in the Commonwealth Standard for Uniform Scheduling of Medicines and Poisons ("Poisons Standard"), as updated from time to time. These Goods may be accepted in some StarTrack Services subject to our prior consent. Please speak to your Account Manager for further information.					
Controlled Drugs (Schedule 8)	✗	✗	⚠	⚠	⚠
Medicinal Cannabis (Schedules 3, 4 and 8)	✗	✗	⚠	⚠	⚠
Pharmacy Medicines (Schedule 2); Pharmacist Only Medicines (Schedule 3); Prescription Only Medicines (Schedule 4); Prescription Animal Remedies (Schedule 4)	✓	✓	✓	✓	✓
Prohibited Substances (Schedule 9) In Services in which these Goods may be carried, acceptance of these Goods is subject to proof of relevant licensing and our prior approval in writing as to delivery times, locations and quantities, and any other additional conditions of which we inform you.	✗	✗	✗	✗	⚠
Eskies, styrofoam boxes, plastic boxes, suitcases and similar items	*	*	*	⚠	✓
Glass (product), china, and ceramics	✗	✗	*	*	*
Gold, silver, other precious metals, jewellery, and gemstones	✗	✗	✓	⚠	⚠
Human tissue, organs, blood or blood products	✗	✗	✗	⚠	✓
Liquids This category includes, but is not limited to health products, beauty products and drinks.	*	*	*	*	*
Nails, screws, bolts, and tins These Goods must be cartonised, and in two layers of packaging.	*	*	*	*	*
Plants and plant material, including seeds In Services in which these Goods may be carried, these Goods may only be sent subject to compliance with Federal/State laws and regulations.	*	*	⚠	✓	⚠
Refrigerated/perishable items (not for human consumption)	✗	✗	✗	*	*
Valuable documents (security required)	✗	✗	✓	✗	⚠
Weapons (certified dealers only & excl. WA)	*	✗	⚠	✗	✗