



CUSTOMER ACKNOWLEDGEMENT LETTER

Company Name: _____

Address: _____

Account Number: _____

Subject: **CALCULATION OF FREIGHT CHARGES**

We acknowledge that, as stated on all despatch systems and web applications provided by StarTrack, any freight charges displayed on those despatch systems and web applications may vary from the actual charges subsequently invoiced by StarTrack for reasons including, but not limited to:

- The weight and / or volume supplied with the consignment, has been found to be inaccurate and a corrected weight and / or volume has been applied by StarTrack.
- The rates in the despatch system or web application have not been updated or are otherwise at variance with the rates quoted by StarTrack.
- A special quoted rate for the consignment has been negotiated.
- The account number, destination or service supplied with the consignment has been found to be incorrect and a corrected account number, destination or service has been applied by StarTrack.
- A single consignment minimum charge or other applicable surcharge has been applied by StarTrack.
- The rates in the despatch system or web application may not include fuel surcharge or GST.
- We accept that due to unforeseen circumstances, eServices may become unavailable without warning and we agree to implement alternative processes in the event that situation arises.

In all cases we acknowledge that the freight charges as specified in the weekly invoice/statement prepared by StarTrack will take precedence over any charges displayed in any of the despatch systems or web applications. We acknowledge that StarTrack will not accept costs calculated by despatch systems or web applications as evidence of a credit claim.

Signature: _____

Name: _____

Title: _____

Date: _____