Content

# FAQ

**Can you place a booking over the phone?**

We do not take any bookings over the phone, all bookings have to be placed by our online booking system. This allows us to make sure we get all the information correct, keep our pricing low and you will then be able to track your delivery in real time.

**What times does On the Spot operate?**

Our office runs from 9am-5pm EST, we answer any phone calls and reply emails during this time. While our courier service runs from **8am- 10pm Monday to Sunday**. So we deliver on weekends and after hours.

If you would like to place a booking anytime, it is possible via our booking form. It is possible to have a delivery outside of these times yet it is best to give us your advanced notice.

**Which area does On the Spot work in?**

Our courier service operates in major cities such as in Sydney, Melbourne, Adelaide and Brisbane. Basically, we operate in the metro areas; yet we often will travel up to 6 hours outside of any capital city.

**Do you deliver on weekends and after hours?**

Yes. We can do deliveries on the weekend and after hours; it’s just a matter of placing a booking via our online booking system. Please note our office will not be available for phone calls over the weekend and after hours, however bookings are automatically dispatched to couriers at all times. You will also be given the mobile number of the courier via email once the booking has been placed.

**What goods can be sent?**

With On the Spot Couriers we can pretty much deliver anything you want which is equal or less than 30kg and needs to fit in the vehicle you have selected.

**What goods can’t be sent?**

People, animals or living creature of any kind;

Stolen or illegal items;

Fragile or perishable items;

Valuable items (including precious stones, jewellery, metals, watches, furs, china, art, antiques, prescription drugs, money, vouchers, bearer bonds, travellers cheques, bills of exchange, bank promissory notes; credit, pre-pay or store cards with a cash equivalent value; spirits, tobacco & cigarettes) ;

Dangerous items which are flammable, corrosive, poisonous or explosive as fireworks and other items that have been deemed dangerous under any laws or regulations;

Illicit drugs, firearms or weapons of any description;

Hazardous materials of whether the risk can be reduced if packaged properly;

Chemicals, gasses, poisons, toxic waste, organic peroxides, radioactive materials, oxidising substances, viruses, bacteria, infectious and biological substances, human tissue, living organisms and specimens or otherwise unlawful.

**How long will it take for my parcel to be delivered?**

When you enter in your booking details we will send you back a confirmation on which the courier is along with their contact details and ETA to arrival. The great thing with On the Spot is that you have the ability to track the location of the courier in real time.

**What happens if my goods are damaged or lost?**

In the unlikely event your goods are lost or damaged we will pay up to $300 except for items in the restricted items as per our customer terms and conditions.

**What happens if I cancel or no one is present?**

If you cancel your delivery prior to the courier being on route to your location there isn’t any charge.

If the courier arrives and no one is at the pickup location you will be charged the full pickup fee. We will however try to contact you by phone and sms and wait up to 10 minutes.

If no one is at the drop off location we will wait 10 minutes before we return your item to the pickup locations. You will be charged the full fee plus the return fee. Our couriers will try to call and sms prior to returning any goods.

# Testimonials

"Wonderful drivers!"

*— Terri Johnson*

"Excellent job! Keep up the great work."

*— Matthew Pesch*

"Our delivery driver has gone way above and beyond for us. He saved us time and money several times by anticipating problems and letting us know ahead of time. It's really nice to have good people who care about what they do. Thanks!"

*— Kurt Keppen*

I needed to get a 30kg package from SA to VIC and went online to find a courier service. I found On the Spot Couriers and despite my nervousness decided to give them a go. The goods arrived within 2 days in perfect condition with door to door service. Will definitely use again.

*—* Theo

http://www.corporatecourier.com/images/layout/transparent.gif"Very professional drivers and always on time with the deliveries."

*— Kenneth McConnell*

"I'm very pleased with your courier service. Deliveries are always timely and very accurate. If I ever have a problem or concern, it is addressed promptly and resolved."

*— Robert Nerisan*

http://www.corporatecourier.com/images/layout/transparent.gifJust wanted to let you know that your man picked up our parcels on Wednesday last week at about 3pm and they have just been delivered to their destination in Berry Springs. This is only the second time we have used you guys, and it won’t be the last!! Both times the goods were picked up on time and delivered before expected. This is generally unheard of in the freight business! And being able to do everything online makes it all a breeze. Even when the courier couldn’t find us to pick up the goods (we are in a new part of town) the girl that rang to find us was just so helpful and pleasant. What a nice change.

Thanks again for a service that delivers what it promises.

*—*Julie