

Website Textual Elements

Our Services

Overnight

- Deliver over night to all local areas
- Local areas are defined as the areas that are located and governed by the same local government (i.e. Brisbane City Council).

Express

- Get your packages delivered interstate over night with our premium express option
- Fast track your package delivery
- Priority given to all express delivery options

Standard

- The basic service provide by on the Spot
- Overnight delivery to local areas
- 3-5 day delivery interstate

Dangerous Goods

- For the safety of our employees and the general public On The Spot do not provide services that involve the delivery of dangerous goods.
- Please refer to our terms and conditions sections for further information.

Storage

- Our storage option give customers the option to store their packages at the On the Spot depot should they choose to schedule a delivery for a specific date.
- Store it and forget it, we'll take care of the rest!

Why Choose Us

Domestic

- Deliver anywhere in Australia
- Usually arrives within the same day in local areas
- Overnight Interstate

Affordable

- We provide a variety of services that are cheap and affordable to suit your needs
- Although there is a base price for each service, excess fees may apply depending on weight and delivery location.

Careful

- Our priority is to ensure that your package make's it to the correct destination on time and in the exact same way we receive it.
- All of our employees are trained in carefully managing and handling packages to ensure no damage is done to your parcel.

Informative

- Tracking Information
- With state of the art tracking technology, you can keep informed about the location and status of your parcel at every step of the way

About Us

On the Spot is a privately owned and listed company that focuses on on providing the most accurate and secure courier and delivery experience.

Originally founded by Bill Wiley, On the Spot has become the product of Bills years of experience from working in large international courier and shipping service companies.

What sets us apart from our competitors is our utilisation of technology to provide quality customer experiences and transparency in our company in regards to your deliveries.

Through the use of state of the art technology, On the Spot provides its services to locations all around Australia.

With technology such as GPS tracking and specifically designed internal information systems, On the Spot is able to provide a secure and accurate delivery service. Our GPS tracking system enables us to provide you with live updates on the location and status of your packages. In addition to this our tailor made information system allows our company to run more efficiently and productively than our competitors resulting in a highly accurate service.

Our aim is to provide accuracy and an exception customer experience in relation to domestic courier services.

Terms and Conditions

1. In regards to dangerous goods, we have the right to refuse service should we suspect that any package contains one or more of the following items listed below:

- Dangerous Goods Include:
 1. Explosives
 2. Gases (Aerosol)
 3. Flammable Liquids and Solids
 4. Oxidising Substances
 5. Toxic Substances
 6. Radioactive Material
 7. Corrosive Substances
 8. Miscellaneous Dangerous Goods

This dangerous goods list has been

2. Delivery Driver

The Delivery Driver accepts no responsibility or liability as they are not a common carrier, hence delivery drivers may refuse service should there be a conflict in personal beliefs and or should they suspect their well being is in danger.

3. Loss Prevention

The delivery driver shall not be liable for the loss of or damage of the goods. Should it be identified, prior to the necessary investigations, that the loss of or damage of the goods was caused by On the Spot; the customer has the right to request a refund of the goods given that proof of purchase is provided.

FAQ

Q: Do you deliver Internationally?

A: No, On the Spots services are currently restricted to domestic locations within Australia

Q: What methods of payment are accepted?

A: On the Spot accepts: Cash, Eftpos, Direct Transfer and Cheque payments

Q: What if my package gets lost or damaged:

A: Please refer to section 3. Loss Prevention section of our Terms and Conditions webpage.

Q: How is service costs calculated?

A: The costs of each delivery may vary, a number of factors are considered such as: service type, weight of package and pickup and delivery location.

Q: What if I want to cancel my delivery?

A: It is highly advised that you get into contact with On the Spot as soon as possible. Excess charge may be incurred depending on which stage of the delivery process your package is currently in.

For more information contact On the Spot directly to speak with a customer consultant.

Privacy Policy

Your privacy is of vital importance to On the Spot and as such the following statement will outline the companies policies and processes in regards to handling your personal information.

When dealing with personal customer information, On the Spot shall comply with the Privacy Act 1988 ("Privacy Act") and the Australian Privacy Principles in the Privacy Act. When handling credit related information, the company will comply with the Credit Reporting Code.