



24th March 2026

A division of Lochert Bros Pty Ltd
A.B.N 73 007 629 094 A.C.N 007 629 094
ADELAIDE - 19 Watervale Drive, GREEN FIELDS SA 5107
HO – 15 Virgo Road, PO Box 358, RAMCO SA 5322
Phone: Adelaide 08 8262 4044, Ramco 08 8541 0200
Emails: adelaide@sprintfreight.com.au
accounts@locsweet.com.au
Web: sprintfreight.com.au
Ordering: sprint.cargooffice.com.au

MEMO

Subject: Customer Responsibilities – Consignment Preparation & Chain of Responsibility

Dear Valued Customer,

To ensure the safe, efficient, and compliant transport of your goods, we ask that all customers carefully review and adhere to the following responsibilities when preparing and booking consignments.

As a sender of goods, you play a critical role in the transport process and form part of the Chain of Responsibility under South Australian transport legislation. Your cooperation helps ensure safety, compliance, and smooth end-to-end delivery.

Please ensure the following requirements are met for every consignment:

Consignment & Booking Accuracy

- The consignment has been created correctly and completely.
- The correct pickup date has been selected.
- All sender and receiver details are accurate, including:
 - Business names
 - Delivery addresses
 - Contact names
 - Valid contact phone numbers
- All freight descriptions are accurate and complete.
- Details regarding site access and delivery conditions are provided, including:
 - Whether the receiver has appropriate unloading facilities (e.g. forklift, dock access, tailgate required).
 - Any site restrictions, booking requirements, or limited access times.

Incorrect or incomplete information may result in delays, additional charges, or failed deliveries.

Dangerous Goods

- You must declare if the consignment contains Dangerous Goods.
- All Dangerous Goods must be correctly described and classified.
- A current Safety Data Sheet (SDS) must be provided at the time of booking and dispatch.

- Goods must be packaged and labelled in accordance with applicable Dangerous Goods regulations.

Failure to correctly declare Dangerous Goods is a serious safety and legal breach.

Packaging & Load Security

- All goods must be appropriately packed to withstand normal transport conditions.
- Freight must be securely wrapped, strapped, or palletised (where required) to ensure safe handling and transit.
- All items must be clearly and correctly labelled.
- Remove previous shipping labels to prevent errors.
- Loads must be stable and safe for transport to prevent movement or damage.

Improperly prepared freight may be refused or returned.

Fragile Goods

- Fragile goods must be packed and protected in accordance with our Terms and Conditions.
 - Adequate cushioning, internal protection, and external reinforcement must be used.
 - It is the sender's responsibility to ensure fragile goods are sufficiently protected.
 - Please note: No insurance cover is supplied unless otherwise agreed in writing.
-

Chain of Responsibility (South Australia)

Under South Australian Chain of Responsibility (CoR) laws, all parties in the transport supply chain share responsibility for ensuring safety and compliance. This includes consignors and senders.

You are responsible for:

- Ensuring accurate and truthful documentation.
- Not creating time pressures that could encourage unsafe driving practices.
- Ensuring freight is safe, legal, and compliant for road transport.
- Providing complete and correct information that enables safe planning and delivery.

By fulfilling these responsibilities, you contribute to safer roads, compliant transport operations, and efficient service delivery.

We appreciate your cooperation in maintaining high safety and service standards. If you are unsure about any requirement, please contact our team prior to dispatch so we can assist you.

Thank you for your ongoing partnership.

Yours sincerely,

Sprint Freight and Logistics