

important update for Sea Swift customers

Customer Insurance on Freight Notice 2 July 2025

Dear Sea Swift customers,

Sea Swift takes the utmost care of all goods and freight that are delivered to our depots and shipped on our vessels, to ensure your goods arrive at their destination in the same condition in which they were delivered.

However, sea freight and forklift and road logistics can be rough in remote areas of Northern Australia and your freight can get damaged, particularly if it is not packaged correctly.

Sea Swift is not a common carrier; the products shipped by Sea Swift are not insured by the company. Sea freight can be unpredictable, and we are operating in some of the most challenging waters in the country, therefore, customers are strongly encouraged to take out comprehensive insurance on their freight prior to delivery.

Please review the Sea Swift Freight Preparation and Packaging Guide before delivering your freight to a Sea Swift depot for deliver. The guide can be found on the Sea Swift website [here](#).

Sea Swift does not provide automatic covering insurance for freight loss or damage during transit. To ensure peace of mind and to protect your goods, we strongly recommend arranging appropriate insurance coverage prior to delivering your freight to a depot.

Thank you for your understanding and consideration of Sea Swift workers when delivering your goods safely.

Should you have any questions, please contact our Customer Service Team on 1800 424 422 or by email: customerservice@seaswift.com.au



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seaswift.com.au

keeping your
community
connected