



LUGGAGE DELIVERY SERVICE INSTRUCTION

行李運送服務 說明文件

IMPORTANT THINGS TO NOTE 重要注意事項

- Be sure to contact our 24/7 customer service through the messaging app to ensure more comprehensive service.
- If you need to add more bags to your order, please contact customer service.
- For more details about your order, please refer to the **order confirmation email**. Please make sure all the order details are correct. Contact customer service as soon as possible if you find any discrepancies.
- **Order cancellation will be subject to a US\$10 handling fee. Cancellations within 72 hours are non-refundable.** The deadline for order reservations and changes is 12pm (local time) the day before the service date. After the deadline, services are not guaranteed and require manual review. If changes and reservations are accepted, an emergency processing fee of US\$25 will be charged.

• 請務必透過通訊軟體與我們的24小時客服取得聯繫，以便提供更加完善的服務。

• 如果您需要為同一筆訂單添加更多行李，請直接聯繫客服。

• 其餘訂單詳細內容及注意事項，請見**訂單確認信**。請務必確認您的訂單細節是否正確，若您發現任何問題，請盡快與客服聯繫。

• **訂單取消將酌收 US\$10 手續費，72小時內取消無法退款。** 訂單預約及變更截止時間為服務日前一天中午12點(當地時間)，逾期不保證能提供服務，需人工審核，若能接受變更與預約將酌收 US\$25 緊急處理費。



微信搜一搜

Q LuggAgent 行李特工



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TERMS & CONDITIONS

服務條款

• Insurance:

- USD 500/bag, doesn't include broken wheel and handle, fee of hotel and air ticket.
- The contents of the customer's luggage cannot be verified, the luggage must be locked before sending it out.

• Flight Delay Situation:

- Within one hour, we will automatically extend the handover time based on the actual flight delay time.
- If the delay is more than one hour, we reserve the right to cancel the order and refund 50% of the service fee.

• Customer Late Situation:

- Free waiting for the first 30 mins. We will charge the client US \$10/every 15 mins after the first 30 mins of free waiting.
- If the driver arrived at the hotel but is unable to receive the luggage nor contact the customer through the front desk or any SNS. LuggAgent reserves the right to cancel the order without refund.

• Driver Late Situation:

- We will compensate US \$10/every 15 mins with a gift card for LuggAgent official website after the first 30 mins of free waiting.
- If the driver exceeds the time limit and the luggage cannot be delivered to the flight, we will send the luggage to the customer by Fedex or DHL.

• 保險:

- 每件行李附美金500元保障，保障範圍為行李延誤、遺失、損毀所產生之相關費用，不包含行李把手與輪子損壞、住宿、機票費用。
- 因顧客之行李箱內容物無法無法核實，務必於寄出行李前將行李確實上鎖。

• 飛機延誤情形:

- 航班延誤一小時內，我們將根據實際航班延誤時間自動延長交接時間。
- 如果延誤超過一小時，我們保留取消訂單並退還50%服務費的權利。

• 客人逾時情形:

- 顧客超過約定時間30分鐘仍未出現，將向顧客加收超時費用 10 USD / 15分鐘。
- 如果司機到達酒店但無法接收行李並無法通過前台或通訊軟件聯繫客戶，LuggAgent保留取消訂單且不退款的權利。

• 司機逾時情形:

- 司機超過約定時間30分鐘仍未出現，將向顧客賠償行李特工官方網站禮品卡 10 USD / 15分鐘。
- 若司機逾時導致行李無法送上班機，我們會將行李透過Fedex、DHL寄送至顧客指定地址。