

FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Baggage (53)

Q What is the free baggage allowance on transit exclusive domestic flights?

Free baggage allowance for international flights applies to transit exclusive domestic flights as well.

[Learn More >](#)**Q I have exceeded my free carry-on baggage allowance with the duty-free items I purchased. What should I do?**

Duty-free items purchased for personal use exceeding free carry-on baggage allowance should be checked at the boarding gate and may incur excess baggage charges.

- In order to keep flight operations on schedule and to provide accurate and prompt service to passengers, items purchased for commercial purposes will not be handled at boarding gates.

Click the link below to check the free carry-on baggage allowance, and use the "Baggage Calculator" to check the excess baggage fees for your flight.

[Carry-on Bag >](#)[Calculator >](#)**Q My baggage has not arrived. What should I do?**

If your baggage has not arrived, please submit a claim for delayed to the airline that operated flights **within 21 days from your arrival date.**

If your itinerary involved multiple airlines, then report to the airline that operated the last flight.

According to the requirement of U.S. DOT 14 CFR 260.5, if you pay excess baggage fee for your baggage on a flight to/from the U.S. and the baggage is significantly delayed by 15 hours (for scheduled flight time under 12 hours) or 30 hours (for scheduled flight time more than 12 hours), you can receive a refund for the paid excess baggage fee.

Click the [Report (delayed baggage)] link below to submit a claim for the delayed baggage.

[Learn More >](#)

Q I left something on the plane. What should I do?



Please visit the "Lost and Found" page on Korean Air's website to search for the lost items.

- Lost items are limited to those found at Korean Air check-in counters, lounges, or on flights.
- Basic items are stored for 30 days before being discarded.

Click the [Find Lost Item] link below to search for your lost items.

[Find Lost Item](#) >

[Inquiry](#) >

Q My baggage has been damaged. What should I do?



If you have damaged baggage, you should report to the airline **within 7 days of receiving your baggage**.

If your itinerary involved multiple airlines, then report to the airline that operated the last flight.

Click the [Report Damage] link below to submit a claim for the damaged baggage.

[Learn More](#) >

[Report Damage](#) >

Q How do I request a wheelchair service?



If you need a wheelchair service, please click the link below and select [View Details] → [Display More] on your reservation (login required).

- Korean Air offers wheelchair service at airports to passengers with mobility issues due to physical or health reasons.
- The dedicated staff will assist you from check-in to boarding the aircraft, and after arriving at the destination airport, you will again be assisted until you reach the arrival area inside the terminal.

[Request](#) >

Q Can I pay the excess baggage charge in advance?



To pay or refund for the excess baggage charges in advance, log in and select [View Details] → [Display More] on your reservation.

- Only passengers who have a **Korean Air international flight tickets** can pay in advance for up to 3 **extra pieces**.
 - If you pay for excess baggage with mileage, please swipe the [Using Mileage] link at the top of the excess baggage payment step.
 - You can't pay for the excess baggage charges in advance if you have itineraries with codeshare flights or connecting flights with other airlines. Please ask airline staff at the first departure point.



• Refunds for pre-paid excess baggage charges can be requested on the website by clicking the [View Details] → [Change/Refund Itinerary] → [Purchased Service Refund] → [Excess Baggage] link on your reservation.

[Pay or Refund >](#)

Q Can I take a personal electronic device equipped with lithium batteries?



Personal electronic devices with lithium batteries may be allowed in either carry-on or checked baggage.

• Size/Quantity Limits for Lithium Batteries

- Under 160Wh : Max 15 per person

* Batteries exceeding 100Wh (2g) and up to 160Wh (8g), or more than 15 batteries, require you to visit the check-in counter for airline approval

* lithium metal/alloy batteries (with more than 100Wh(2g) but not exceeding 160Wh(8g)) are allowed for medical devices only.

* If the portable oxygen concentrator (POC) has a battery specification of 1 pack with 2 or more batteries (non-removable), the total capacity is based on the combined capacity of the specified batteries.

- More than 160 Wh (8 g): Not permitted in carry-on or checked baggage.

• Please handle laptops and other portable devices carefully during the flight to prevent overheating and fire. If any items fall between the seats, please ask our cabin crew for assistance.

• Items that cannot be transported

- Electric wheels and smart bags that do not remove the lithium battery

- Devices with non-removable batteries that generate heat are prohibited in both carry-on and checked baggage.(Hair curlers/straighteners, cordless iron, underwater high-brightness lamp, etc)

Q Can I take electronic cigarettes?



Electronic cigarettes containing lithium batteries may be carried on board, but they may not be transported by checked baggage.

- Battery capacity is limited to 2 g in the case of lithium metal/alloy, and 100 Wh in the case of lithium-ion, respectively.

- Charging in the cabin is not allowed. Spare batteries carried on board should be individually packed so that they do not come into contact with one another. (Storage in the overhead bin is prohibited)

- In some countries, electronic cigarette-related items (devices, liquids, etc.) are strictly prohibited. Check whether electronic cigarettes are allowed in your destination country prior to your travel.

Click the [Learn More] link below to check items that are prohibited to be checked or carry-on baggage.

[Learn More >](#)

Q Can I take spare lithium batteries?



Spare lithium batteries for personal use may be carried on board on a limited basis, but they may not be transported as checked baggage.

• Size/Quantity Limits for Lithium Batteries

- 100 Wh (2 g) or less: Max 5 per person (If a passenger is carrying more than 6 batteries, they are only allowed for special purposes, such as medical use, and must visit the check-in counter for airline approval.)

- More than 100 Wh (2 g) but not exceeding 160 Wh (8 g): Max 2 per person (must visit the check-in counter for airline approval)

However, lithium metal/alloy batteries (with more than 2 g but not exceeding 8 g) are allowed for medical devices only.

- More than 160 Wh (8 g): Cannot be transported

• Spare lithium batteries must be covered with insulating tape or placed in a clear resealable plastic bag, with one battery per bag, and they must be kept in your possession on board as storing them in the overhead bin is strictly prohibited.

• Spare batteries without battery capacity indicators will not be accepted for transport (including rechargeable batteries).

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