

**1. What is Airceleo?**

Airceleo is an app that helps people send personal items with travelers flying to the same country.

**2. Is Airceleo like a courier service?**

No. We connect people, not packages. Travelers carry items safely when flying.

**3. Who can use Airceleo?**

Anyone who wants to send or carry items between countries.

**4. Is it safe?**

Yes! All users are verified, and everything happens inside the airport with cameras.

**5. Is this legal?**

Yes! As long as you follow our safety steps, you're protected by our legal system.

**6. Why is it better than shipping?**

It's faster, more personal, and often cheaper. Plus, no warehouses or lost packages!

**7. How is Airceleo different from other delivery services?**

We use real people, real flights, and real trust. No trucks or shipping lines.

**8. Can I trust the traveler?**

Yes. All travelers are verified with ID, selfie, and live flight info.

**9. Can I trust the sender?**

Yes. Senders must upload ID and agree to a legal waiver. Travelers inspect the item before accepting.

**10. Where does the handoff happen?**

Only inside the airport terminal, never at home.

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◆ **HOW IT WORKS**

**11. How do I send an item?**

Create a delivery request in the app, and we'll match you with a traveler.

**12. How do I carry an item?**

Post your flight and extra bag space. We'll match you with someone who needs to send.

**13. Who sets the delivery price?**

The traveler sets the price. You both agree before confirming.

**14. How does payment work?**

The sender pays through the app. Money is held until delivery is done.

**15. When does the traveler get paid?**

After the item is delivered and confirmed in the app.

**16. Can I switch between sender and traveler?**

Yes! You can choose either role any time in your profile.

**17. What if no traveler matches my request?**

You can wait, or try changing your time or location to get more matches.

**18. Can I talk to the traveler/sender?**

Yes! Use the app chat to message them.

**19. Do travelers check the item?**

Yes. They must open and inspect it before accepting.

**20. Are there safety labels?**

Yes. We give a label that clearly says the item is not the traveler's.

**21. Is the handoff recorded?**

Yes. The traveler takes a video during handoff for proof.

**22. Can anyone join without ID?**

No. Everyone must verify their ID and take a selfie.

**23. Is the payment secure?**

Yes. We use escrow. Money is only released after delivery.

**24. What if I feel unsafe?**

Press the report/panic button in the app. You can cancel any time.

**25. What happens if something illegal is in the item?**

The sender takes 100% legal responsibility. The traveler is protected if all steps were followed.

**26. Can customs scan my item?**

Yes. If available, travelers use airport scanners and upload photos.

**27. What if someone breaks the rules?**

They will be banned from the platform, and legal action may follow.

**28. Are there legal agreements?**

Yes. Everyone agrees to terms before using Airceleo.

**29. How do I sign up?**

Use your phone number and email to create an account.

**30. Do I need a photo ID?**

Yes. You must upload a valid government ID.

**31. Do I need to take a selfie?**

Yes. We use it to make sure you're real.

**32. What if I don't have a passport?**

You can use another ID like Aadhaar or Driver's License (varies by country).

**33. Do I need to verify my address?**

Yes. It helps match your ID and keeps things legal.

**34. What happens after I sign up?**

You get access to use the app as a sender or traveler.

**35. Can I update my profile later?**

Yes. Go to your profile settings to edit your info.

**36. What can I send?**

Clothes, electronics, documents, gifts, packaged food (no liquids).

**37. What can't I send?**

No illegal items, no liquids, no perishable food, no dangerous items.

**38. How big can the item be?**

As long as it fits the traveler's bag space. Confirm with them in chat.

**39. Can I send a phone or laptop?**

Yes! These are common items. Traveler must inspect it.

**40. Can I send multiple things?**

Yes. Add them to the item description in the app.

**41. Can I cancel my delivery?**

Yes, before the final handoff. But cancellation fees may apply.

**42. What do travelers earn?**

They set their own price. Some earn extra cash for every trip.

**43. Is this like a job?**

No, it's extra income. You carry items when you travel anyway.

**44. Can I say no to a delivery?**

Yes. You're never forced to accept anything.

**45. Do I have to inspect the item?**

Yes. It's required for your safety and legal protection.

**46. Do I need to record a video?**

Yes. Just a short clip saying the item is not yours.

**47. How do I get paid?**

After delivery is confirmed, money is sent to your bank, UPI, or PayPal.

**48. Can I carry items internationally?**

Yes, but check the rules for your destination country.

**49. What if airport staff ask me about the item?**

Show the label and QR code. It links to the Airceleo delivery record.

**50. Who is responsible for the item?**

The sender. They sign a waiver taking 100% legal responsibility.

**51. What if something bad is in the item?**

As long as the traveler follows the safety steps, they're not liable.

**52. Is there legal proof this isn't my item?**

Yes. The label, video, and app records protect you.

**53. Can police or customs scan the QR code?**

Yes. It shows the full delivery record and proves you're not the owner.

**54. What is a digital waiver?**

It's a legal form the sender signs before sending the item.

**55. What if someone breaks the rules?**

They can be banned, and Airceleo may involve legal authorities.

**56. Where do I download the app?**

From the App Store or Google Play. Just search "Airceleo".

**57. Is the app free?**

Yes. It's free to use.

**58. Is my data safe?**

Yes. All info is encrypted and protected.

**59. Can I see past deliveries?**

Yes. Your delivery history is saved in the app.

**60. Can I rate the traveler/sender?**

Yes! You can leave reviews after every delivery.

**61. What if my app crashes?**

Close and reopen. If it doesn't work, contact support.

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**62. How much does it cost to send something?**

It depends on the traveler's fee + small Airceleo service fee (10–15%).

**63. Is payment safe?**

Yes. All payments go through the app, not directly to people.

**64. What if the item isn't delivered?**

Money stays in escrow until delivery is confirmed.

**65. Can I get a refund?**

Yes, if the delivery fails for valid reasons. Contact support.

**66. Does Airceleo take a cut?**

Yes, a small service fee to run the platform.

**67. Is tipping allowed?**

Yes, you can add a tip after delivery if you want.

**68. Is there customer support?**

Yes! You can chat with support inside the app.

**69. What if the traveler doesn't show up?**

You'll be refunded. The traveler may be removed.

**70. Can I schedule a delivery in advance?**

Yes! Post your request with future dates.

**71. Can I do this in my country?**

Yes, Airceleo works in many countries. Check the app for details.

**72. Is this safe for kids?**

Only adults can use Airceleo due to legal rules.

**73. Can I send cash?**

No. Never send cash or anything illegal.

**74. Can I send food?**

Yes, only dry, packaged food like snacks. No liquids or fresh items.

**75. Can I use Airceleo for business deliveries?**

Yes, but it's made for personal items. Business use should follow rules.

**76. What if I get stopped at the airport?**

Show your label, QR code, and app proof. Contact support if needed.

**77. Can I send gifts for someone in another country?**

Yes. You can send gifts like clothes, electronics, and small items. Just don't send cash, liquids, or anything illegal.

**78. Can I carry more than one delivery at a time?**

Yes. As long as you have space and inspect each item separately, you can carry more than one.

**79. Can I reject a delivery after seeing it?**

Yes. If you're uncomfortable with the item, you can say no and cancel before taking it.

**80. What if the item breaks during travel?**

If the sender bought insurance, they can file a claim. If not, they take full responsibility for damage.

**81. Can I carry my own bag plus the delivery?**

Yes. You can carry deliveries in your personal luggage or hand-carry them, depending on the item size.

**82. Can I send fragile items?**

Yes, but pack them well. It's recommended to buy insurance to protect against damage.

**83. Can I carry medicines or prescriptions?**

Only if the medicine is legal, sealed, and allowed in the destination country. Always check country rules.

**84. Can I send or carry liquids?**

No. Liquids are not allowed, even in small amounts.

**85. Can I bring something that needs customs declaration?**

Yes, but the traveler must follow the destination country's customs rules. The app will give tips if needed.

**86. Do I have to tell the traveler what's inside the package?**

Yes. Be completely honest. The traveler has to inspect the item and needs to know what it is.

**87. Can I lie about what's in the package?**

No. That is illegal. If you lie, you take full legal responsibility and may be removed from the platform.

**88. Do I need to be at the airport for the handoff?**

Yes. All handoffs happen at the airport, in person, before the flight.

**89. What happens if I don't show up for the handoff?**

The delivery will be canceled and you may lose your payment. It's important to show up on time.

**90. Can I send something without a label?**

Yes. Airceleo does not use labels. All proof is handled digitally using videos, photos, and delivery IDs.

**91. Can I ask the traveler to hide the item or skip inspection?**

No. The traveler must inspect the item openly, and everything must be recorded. Hidden items are not allowed.

**92. Can I pack the item in my own bag or box?**

Yes, but make sure the item is easy to open and inspect at the airport.

**93. Can I be punished for carrying something illegal I didn't know about?**

No, as long as you inspect the item, record the handoff video, and follow all safety steps. The sender takes legal responsibility.

**94. What if the item looks suspicious?**

Do not accept it. Cancel the delivery and report the sender through the app.

**95. Can I open the package again after inspection?**

Yes. If you need to check it again, you can reopen it. Always record a video when resealing.

**96. What if airport security asks about the item?**

Show your delivery record in the Airceleo app. It includes photos, videos, and the delivery ID showing you're not the owner.

**97. Do I need to put anything on the bag?**

No. You don't need to attach anything to the bag. All verification is done through the app.

**98. Can I carry the item in my hand?**

Yes. As long as it meets airline carry-on rules and has been inspected properly.

**99. Is it okay if the package has the sender's name on it?**

Yes, that's fine. But the real proof comes from the video handoff and app-based records.

**100. Can I carry the delivery in checked luggage?**

Yes. Just take a photo or video of the item going into your bag after inspection. That keeps you protected.

**101. Can I send items to any country?**

Almost all major countries are supported. The app will show warnings for any restricted destinations.

**102. Do I need a visa to carry a delivery?**

No. You just need a valid flight ticket and the right to travel legally.

**103. What if the destination country bans my item?**

The app warns about common restrictions, but it's the sender's job to check and follow local laws.

**104. Is Airceleo available in every airport?**

Not all airports, but many major ones. You'll see a list of supported airports in the app.

**105. Can I use Airceleo for domestic flights too?**

Yes. You can send and carry items within a country if the cities and airports are supported.

**106. Can I send or carry religious items?**

Yes, if they are legal and respectful. Always describe the item clearly in the delivery post.

**107. What if the destination country charges import tax?**

The recipient is responsible for paying any customs or import fees.

**108. Does Airceleo offer insurance?**

Yes. You can buy optional insurance when posting a delivery.

**109. What does insurance cover?**

It covers loss or damage during delivery, as long as both parties followed the safety process.

**110. How much does insurance cost?**

The cost depends on the value of the item. You'll see options during the booking.

**111. Do I need insurance to send something?**

No. It's optional, but it's recommended for valuable or fragile items.

**112. What if I didn't buy insurance and something goes wrong?**

If insurance wasn't purchased, the sender accepts full risk for damage or loss.

**113. Is insurance available in every country?**

Yes, in most supported countries. If not, the app will let you know.

**114. What is escrow?**

Escrow means the money is held safely by Airceleo until the delivery is completed.

**115. What if the delivery fails?**

If the delivery fails and safety steps weren't followed, the responsible person may lose payment. If insurance was purchased, it can help.

**116. What if the sender cancels last minute?**

If it's too late, part of the payment may still go to the traveler to cover their time and effort.

**117. Can I dispute a delivery?**

Yes. If something went wrong, open a support case in the app. We'll review all photos, videos, and chats.



**118. Can travelers refuse payment after delivery?**

No. Once the delivery is marked complete in the app, payment is released automatically.

**119. Can I tip the traveler before delivery?**

No. All payments are held safely and only released after the delivery is done.

**120. I forgot my password. What do I do?**

Open the app and tap “Forgot Password” to reset it.

**121. My app isn’t working.**

Try closing and reopening it. If that doesn’t help, contact support from the Help section.

**122. Can I delete my account?**

Yes. Go to your profile settings and choose “Delete Account.”

**123. How do I change my phone number or email?**

Open your profile, go to settings, and update your contact information.

**124. I was blocked. What now?**

You may have broken a rule. Contact support to find out more or appeal the block.

**125. How do I contact support?**

Tap “Help” in the app, then choose “Chat with Support” to speak with a team member.

Perfect — let’s lock in the **final 5%** and take your Airceleo FAQ list to **150+**, covering **everything** a user could possibly ask, including niche cases, legal help, accessibility, and company trust. These are written in the same clear, child-simple style.

**126. What if the airport doesn’t allow non-passengers inside?**

The sender and traveler should meet at the check-in area or drop-off zone. All handoffs must follow airport rules.

**127. What if my airport only allows ticketed passengers inside?**

That’s okay. Airceleo deliveries happen before check-in, where senders are allowed. No one needs to pass security.

**128. What happens if the flight is delayed?**

If the traveler’s flight is delayed, delivery may also be delayed. The app keeps both sides updated.

**129. What happens if the flight is canceled?**

If the flight is canceled, the delivery is paused. The traveler can cancel or reschedule. The sender can request a refund or match with someone else.

**130. What does the recipient need to show to collect the item?**

They must show a valid ID and the delivery code from the app to prove they are the right person.

**131. What if the recipient doesn't show up?**

The traveler should wait a little and message them in the app. If they don't come, the delivery fails and support will help resolve it.

**132. Can someone else collect the item for the recipient?**

Yes, but only if the sender adds that person's name to the delivery info and both sides agree.

**133. Can teenagers use Airceleo?**

No. You must be at least 18 years old to use the app due to legal and safety reasons.

**134. Can I send or carry on behalf of someone else?**

Yes, but your name must be listed as the sender or traveler in the app. You must still do the handoff personally.

**135. Can I use two accounts on the same phone?**

No. One user per device is allowed to protect against fraud. You can switch roles in one account instead.

**136. What if the item makes my bag too heavy?**

Check airline limits before accepting. If it's overweight, let the sender know or cancel the delivery.

**137. Will airlines allow me to carry the item?**

Yes, as long as it meets normal luggage rules. Don't accept anything too large or risky.

**138. What if I get stopped by airport security or customs?**

Open the app and show your delivery ID, photos, and handoff video. That proves you're not the owner. Contact support right away.

**139. Does Airceleo offer legal help?**

Yes. If you followed all safety steps, we can give legal proof and emergency help if needed.

**140. Can I report someone who did something wrong?**

Yes. Use the "Report" button in the app. We take it seriously and may remove the user.

**141. What is the verified badge?**

It shows that you completed extra checks and have a trusted delivery history. It builds more trust with others.

**142. Do I get benefits if I use insurance and verified badge?**

Yes. You may get faster matches, higher priority, and extra protection if anything goes wrong.

**143. Can I earn more money with premium traveler perks?**

Yes. Verified travelers with good reviews may earn more or get matched quicker.

**144. Is the app available in other languages?**

Currently, it's in English, but we are adding more languages soon like Hindi, Spanish, and Arabic.

**145. What if I have trouble reading or using the app?**

Contact support anytime. We're working to make the app more friendly for everyone, including voice assistance in the future.

**146. Can I earn rewards by inviting friends?**

Yes! Use your referral link in the app. You both earn credits when they complete a delivery.

**147. Does Airceleo offer promo codes or discounts?**

Yes. Keep an eye on the app for occasional promo codes, contests, and special campaigns.

**148. Is Airceleo a real company?**

Yes. We follow international laws, safety rules, and data privacy policies. All operations are legal and transparent.

**149. How is Airceleo helping the world?**

We make delivery more personal, help travelers earn money, reduce waste, and connect families and friends across countries.