

Subject: **Online Support-Date-City- Customer Name Order-NO.**

City	[REDACTED]		
Suitcase	2	Carton Box	0
Backpack	0	Handbag	0
Bike	0	Ski Board	
Total Qtys	2	<a href="#">Buy Additional Bags 加購行李</a>	
Collection Date	2018-11-20	Collection Time	[REDACTED] AM
From:	Airbnb		
From Location	A-Z	Arrival Flight No.	
Collection Place Name & Address	[REDACTED]		
Collection Note			
<b>Airport Direction 機場交接方式</b> <b>(Please follow transfer method 1 unless you're informed changing</b> <b>請使用交接方式一，除非收到變更通知)</b>			
Delivery Date	2018-11-20	Delivery Time	[REDACTED] PM
To:	Airport		
To Location	[REDACTED]	Departure Flight No.	[REDACTED]
Delivery Place Name & Address			
Delivery Note			
Sender PASSPORT NAME	[REDACTED]		
Sender PASSPORT NO.	[REDACTED]		
Sender NATIONALITY	[REDACTED]		
Sender CELL PHONE	[REDACTED]		

- If you want to modify the order details or have questions, please reply to this email. We will proceed the service through this Email, please make sure you are contactable during the service.

- Please reply this Email "acknowledged and agreed" for the matters below, also "provide the required information below" to proceed the service. Thank you.

**A. Hotel Booking Confirmation Letter**

**B. A photo of the luggage you will have delivered**

**C. Storage receipt of Hotel and/or Airport counter**

- You could also use the [Online Chat Room](#) for emergency contact

1. "Please read the instruction articles carefully" before the service. We will not take the responsibility for any lose if you didn't follow the instruction.

[A. Notice for Collection from Hotel](#)

[B. Notice for Collection from Airport](#)

[C. Notice for Delivery to Hotel](#)

[D. Notice for Delivery to Airport](#)

[E. Notice for Collection from / Delivery to Airbnb](#)

[F. FAQ 常見問題](#)

2. Please keep your ID, passport, ticket, cash and any must-use items on carry. We don't send driver back for any retrieval situation during the service.

3. "Service Charges in Pieces". If the driver collects any excess baggage when collecting, an extra fee will be charged for the delivery of the baggage at the destination.

4. "Order change and cancellation deadline is 18:00 pm, local time, the day before the service". It can not be changed and refund beyond the deadline.

5. If we still can not contact you and receive your luggage after 30 minutes, starting from the order collection time, you will be deemed to have given up the service, we have the right to cancel the order and no refund.

After first 30 minutes free waiting, starting from the order delivery time. We will charge you the waiting fee for US\$ 5/ 15 mins.

In the case of driver delay (Transfer by counter are not applied), we will refund 50 % for waiting over 30 mins, starting from scheduled arrive time or 100 % for waiting over 60 mins, starting from scheduled arrive time.

6. Insurance Coverage: US\$ 1,600/bag to compensate for lost, delay and damage. The damage of handle, wheel, contents and appearance scratch are not included.