

Terms and condition

1. Definition of luggage

A piece of luggage is defined under the regulation of airlines and can be checked or carried with the flight which the customer will take.

2. Any luggage should be in its pristine condition and can be sealed or zipped accordingly.
3. All luggage should be separated rather than being bundled to be delivered
4. Luggage can't be attached with any item
5. Do not deliver or content any prohibited or dangerous item, plant or animal, perishable, fragile, or smelly item or food in the luggage. (E.g. Durian or seafood). For any lost or related law liability caused by misusing luggage delivery service, customer should be fully responsible for such consequence.
6. 3 days after depositing luggage at the airport, each piece luggage will be charged luggage deposit fee for 100THB/day. The deposit fee should be paid immediately by cash or credit card at the airport counter. If the deposit time is within one day, the payment is counted as one day.
7. If customer fail to arrive AIRPORTELS Suvarnabhumi airport counter on time to receive luggage, AIRPORTELS will keep the luggage but not be responsible for any other loss or additional fee that caused by such consequence. If luggage isn't received within 30 days, AIRPORTELS will dispose such luggage.
8. If AIRPORTELS fail to deliver an out-bound delivery on our scheduled delivery time, we will be responsible for the necessary payment to send your luggage to the ultimate destination appointed by the customer. AIRPORTELS will notify the customer any change of circumstance and/or content that will affect the behalf of the customer via the contact(s) you provide.
9. AIRPORTELS shall not be liable by failing to deliver our services and take care of your luggage in circumstances that are caused by a third party or out of our control. (E.g. Wrong or incomplete information of booking, customer coming late, not able to contact customer, natural disaster, strike, riot, coup, interruption of governmental or official authorities.)
10. The customer should provide receipt and passport to verify his/her identity. AIRPORTELS only accepts passport for identity verification.