

Delivery Service Terms and Conditions

Section 1 [Application]

1. Customer shall provide information to Company as necessary.
2. Customer may apply for “Service” by preparing a form of “Service” then completing such payment. The period of application is as follows.
 - 1) Internet: by 18:00 on the day before Service date.
 - 2) On-site reception: by 11:30 on Service date.
3. Customer understands the “Terms and Conditions” prior to applying “Service”, and after applying the Service validly, it deems as understanding and agreement with all terms and conditions. However, Company shall explain critical term to Customer orally or in writing.
4. Customer may change application through internet by 18:00 on the day before Service date. If Customer changes after 18:00 on the day before Service date, Company shall not be responsible for any delay or failure of Service.
5. Company may cancel or change in the event that uncontrollable reason such as majeure force or war arises so that it cannot provide the Service normally.

Section 2 [Definition]

1. “Agreement” means this Delivery Service Agreement between Company and Customer.
2. “Service” means any request from Customer which can be proved by Company Record.
3. “Baggage” means all and any luggage which Customer consigns in appropriate procedure to Company.
4. “Airport Delivery Address” means avenue where Customer receives Baggage.

Section 3 [Baggage]

1. User shall check the bag is completely closed upon delivery. Company shall not be responsible for “Missing” arising from any negligence of Customer for such bag not being completely closed.
2. Company shall not be responsible for all or any damage caused by closing not completely closed Baggage.
3. User shall prepare brief private information requested by Company upon consigning Baggage. Company may request ID such as passport in the event that there is no any evidence proving consignment by Customer. Delivery may be restricted if Customer fails to verify such Baggage.
5. Company shall transport the Baggage to designated destination only when category and volume of registered items are consistent with those actually consigned. Company may decline to transport such Baggage if User’s bag is not consistent with actually consigned baggage.
6. Company may decline to transport if the value of Baggage exceeds 0.5 million KRW as per one (1) case. Company shall have mutual agreement with Customer in the event of an item exceeding 0.5 million KRW. Company shall be liable to the extent of a maximum of 0.5 million KRW for such Baggage if Customer unilaterally request for Baggage exceeding 0.5 million KRW without any prior agreement.
7. Company may decline to transport the following item or similar one. Company shall not be responsible of all or any damage for transporting such item without any prior agreement with Customer.
 - 1) Expensive luxuries, goods(gold, jewelry)
 - 2) Cash or marketable securities(all forms of check or document)
 - 3) All or any item which can be harm to others
 - 4) Fragile item
 - 5) Perishable item or foul-smelling item
 - 6) Flammable chemicals or antipsychotic drugs
 - 7) Electronic device, personal computer, lap-top(digital camera, I-pad, cellular phone, etc.)
 - 8) Any restricted item in accordance with related laws and regulations.
8. Return for Baggage may be refused if Customer fails to represent receipt provided by Company upon consignment. Company shall not be responsible for all or any damage after delivery of such Baggage in the event that the Baggage is delivered to any other person not listed on Service Application form upon request of Customer.
9. User and Customer understands and acknowledges that minor scratches, general wear and tear may occur on the Baggage even if Company complies with due diligence in transportation, without any negligence or fault, therefore Company shall not responsible for any damage arising therefrom.
10. Company shall not have responsibility for all or any damage if total weight is 50KG or more than, or the Baggage is damaged by putting commodities forcedly into bag compared to the capacity.

Section 4 [Payment]

1. You may check Service rate on internet page for Service application.
2. Service Rate may be changed in future, Company will give one (1) month’s notice for scheduled change through website.
3. Service rate will be paid by cash or card upon application of Service of on-site reception.

Section 5 [Liability and Compensation]

1. Company shall be liable to compensation of up to 0.5 million in the event of all or any damage or loss arising from any negligence or default of Company without no any special circumstance such as any prior agreement with Customer.
2. Company shall be liable to compensation of up to 50 thousand (50,000) KRW for all or any damage(partly repairable) on the Baggage(carrier/bag) arising from any negligence of Company
3. The following clauses shall be applicable to all or any damage on the Baggage or Customer.
 - 1) Damage on each part of baggage(wheel, handle, surface, locking zipper)
 - 2) Damage on each part of bag(handle, locking zipper, buckle, strap)
 - 3) Damage arising from wrong delivery or delay
 - 4) Loss of Baggage
4. minor scratches, general wear and tear may occur on the Baggage in normal transportation shall be excluded in compensation.
5. Customer shall provide evidences proving such loss or damage in writing within seven (7) business days from delivery date in the event of loss or damage of the Baggage. Company has no responsibility therefor if Customer would not request compensation within seven (7) business days from delivery date.
6. Company has no responsibility for all or any damage or loss arising from the following clauses such as uncontrollable reasons.
 - 1)Delay of air transportation
 - 2)Governmental regulatory actions
 - 3)Terror
 - 4)Natural disaster
7. Company shall use the fastest means to transport such Baggage to designated destination if Customer boards on airplane without the Baggage because the Baggage is delayed caused by negligence or default of Company.

Section 6 [Refund]

Company shall refund the prepaid Service Rate to Customer only when Customer notifies such reason immediately to Company in the event of any delay of departure due to uncontrollable reasons such as God’s act. However, Customer understands and acknowledges that this Service Rate will not be refunded if Customer demands the cancel of transportation belatedly after Company has delivered the Baggage to initially requested destination without any immediately notification from Customer upon occurrence.

Section 7 [Disposal]

Customer shall be deemed as waiver of all right of not claimed Baggage after 1 month from receiving date, then Company may dispose such Baggage at its own discretion.

Section 8 [Jurisdiction]

The jurisdiction governing principal office shall be exclusive for any dispute between Company and Customer.

Section 9 [Commencement]

The Terms and Conditions will be effective from July 2018.