

Golug

Golug Refund & Cancellation Policy

Last Updated: August 2026

At Golug, we strive to provide reliable and seamless luggage transport services. We understand that travel plans may change. This Refund & Cancellation Policy outlines the conditions under which cancellations and refunds are permitted.

Table of Contents

1. Overview	2
2. Cancellation & Refund Eligibility	2
3. Service Disruptions by Golug	2
4. How to Request a Cancellation & Refund	3
5. Refund Processing Time	3
6. Policy Amendments	3

1. Overview

At Golug, we strive to provide reliable and seamless luggage transport services. We understand that travel plans may change. This Refund & Cancellation Policy outlines the conditions under which cancellations and refunds are permitted for our luggage delivery services.

2. Cancellation & Refund Eligibility

Cancellations and refunds are handled according to the timing of your cancellation request:

- **More than 24 hours before pickup:** Eligible for refund, subject to a 5% processing fee deduction (95% refund).
- **Less than 24 hours before pickup:** Non-refundable (0% refund).
- **After luggage handover/collection:** Non-refundable (0% refund).

2.1 24-Hour Notice Requirement

Cancellations must be submitted at least twenty-four (24) hours prior to the scheduled pickup time selected during booking.

2.2 5% Administrative & Processing Fee

For all eligible cancellations made more than 24 hours prior to scheduled pickup, a 5% administrative and processing fee will be automatically deducted from the total booking amount. The remaining 95% will be refunded to your original payment method.

2.3 Late Cancellations & No-Shows

Cancellations requested less than 24 hours before the scheduled pickup time, or instances where luggage is not made available or handed over at the agreed time and location, are strictly non-refundable.

3. Service Disruptions by Golug

In the rare event that Golug is unable to fulfill your luggage transport booking due to operational constraints, severe weather, or force majeure events:

- You will be offered a complimentary rescheduling option or a 100% full refund with no administrative fees deducted.

4. How to Request a Cancellation & Refund

To request a cancellation and refund, please contact our customer support team as soon as possible with your booking details:

- **Email:** support@golug.io
- **Required Information:**
 - Booking Reference Number (e.g. BKG-20260828-00007)
 - Full Name & Registered Email Address
 - Reason for Cancellation Request

5. Refund Processing Time

- Once approved, refunds are processed back to the original payment method used during checkout (Credit/Debit Card, FPX Online Banking, E-Wallet, or PayPal).
- Please allow 5 to 10 business days for the refund to reflect in your bank account or card statement, depending on your card issuer or financial institution.

6. Policy Amendments

Golug reserves the right to amend or update this policy at any time. Any changes will be published on our website and will apply to bookings made after the date of revision.

© Golug. All rights reserved.

This document may be updated periodically. The latest version is available at golug.io.