

Golug

Golug Terms of Service

Last Updated: July 2026

These Terms of Service ("Terms") govern your use of Golug's luggage pickup, transportation, tracking, and delivery services. By placing a booking with Golug, you acknowledge that you have read, understood, and agreed to be bound by these Terms.

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1. About Golug

Golug provides luggage pickup, transportation, tracking, and delivery services between Kuala Lumpur International Airport Terminal 1 (KLIA), Kuala Lumpur International Airport Terminal 2 (KLIA2), and approved delivery destinations.

Our goal is to provide travellers with a convenient luggage-free travel experience by transporting luggage separately from the traveller.

2. Eligibility

Customers must:

- Be at least 18 years of age;
- Provide accurate and complete information;
- Have lawful ownership, possession, or authority over the luggage submitted for transport;
- Have the legal capacity to enter into binding agreements.

Golug may refuse service where eligibility requirements are not satisfied.

3. Customer Warranties

By using Golug's services, the customer warrants and represents that:

- The luggage belongs to them or they are authorised to submit it for transport;
- All information provided is accurate, complete, and up to date;
- The luggage does not contain prohibited items;
- The contents of the luggage comply with applicable laws and regulations;
- The customer has the authority to designate any recipient or delivery location specified in the booking.

The customer remains solely responsible for the contents of the luggage.

4. Booking Requirements

Customers are responsible for ensuring that all booking information is accurate, including:

- Name and contact details;
- Flight information (where applicable);

- Arrival terminal;
- Delivery address;
- Delivery recipient details;
- Number of luggage items.

Golug shall not be responsible for delays, failed deliveries, additional costs, or service disruptions arising from inaccurate or incomplete information.

5. Service Coverage Area

Golug's standard service covers deliveries between KLIA, KLIA2, and destinations within the Kuala Lumpur City Centre and Klang Valley region.

Deliveries outside the standard service area may be accepted at Golug's sole discretion and may be subject to additional fees, special arrangements, or separate quotations.

6. Luggage Handover and Identity Verification

Customers must present:

- A valid booking confirmation; and
- A government-issued identification document.

Golug reserves the right to refuse service if identity verification cannot be completed.

Responsibility for luggage begins only after Golug has formally accepted, recorded, and acknowledged receipt of the luggage.

7. Luggage Acceptance

Golug reserves the right to refuse any luggage that is:

- Unsafe;
- Leaking;
- Damaged;
- Improperly packed;
- Excessively heavy;
- Oversized;
- Suspected of containing prohibited items;

- Otherwise unsuitable for transport.

Golug may photograph the exterior condition of luggage for operational, verification, security, and dispute resolution purposes.

8. Prohibited Items

Customers must not place prohibited items inside luggage submitted to Golug.

Prohibited items include, but are not limited to:

Dangerous Goods

- Explosives;
- Fireworks;
- Ammunition;
- Flammable liquids;
- Flammable gases;
- Compressed gas cylinders;
- Corrosive substances;
- Toxic substances;
- Hazardous chemicals;
- Radioactive materials.

Illegal and Restricted Items

- Illegal drugs;
- Controlled substances;
- Counterfeit goods;
- Firearms;
- Prohibited weapons;
- Items prohibited under applicable laws.

Valuable Items

- Cash and currency;
- Passports;

- Identity documents;
- Bank cards;
- Jewellery;
- Watches;
- Precious metals;
- Precious stones;
- Negotiable instruments;
- Collectibles.

Perishable and Living Items

- Fresh food;
- Frozen food;
- Perishable goods;
- Live animals;
- Live plants.

Other Restricted Items

- Human remains;
- Medical specimens;
- Items requiring temperature control;
- Any item that may damage other luggage or property.

Customers remain solely responsible for all contents placed within their luggage.

9. Special Handling Items

Oversized luggage, sports equipment, musical instruments, bicycles, golf bags, surfboards, strollers, and other special items may require prior approval, additional fees, or alternative transport arrangements.

Golug reserves the right to decline such items at its discretion.

10. Inspection Rights

Golug may request information regarding luggage contents and reserves the right to inspect, refuse, report, or surrender luggage where required by law, airport regulations, safety requirements, or reasonable suspicion.

11. Delivery Process

Golug will make reasonable efforts to deliver luggage within the selected delivery window.

Delivery times are estimates only and may be affected by:

- Traffic conditions;
- Weather conditions;
- Airport operations;
- Road closures;
- Public holidays;
- Government actions;
- Force majeure events;
- Other operational circumstances beyond Golug's control.

Golug does not guarantee delivery at an exact time.

12. Tracking and Notifications

Tracking information may be provided through Golug's website, email, WhatsApp, or other communication channels.

Tracking information is provided for convenience and may not always reflect real-time operational status.

13. Delivery Completion

Delivery shall be deemed complete when luggage is handed to:

- The customer;
- An authorised recipient designated by the customer;
- Hotel reception staff;

- Concierge staff;
- Accommodation management;
- Other approved recipients identified by the customer.

Golug may rely on customer instructions regarding authorised recipients and shall not be responsible for disputes arising from delivery to such recipients.

14. Hotel and Accommodation Deliveries

Customers are responsible for ensuring that their hotel, accommodation provider, serviced residence, Airbnb host, or designated recipient is willing and authorised to accept luggage deliveries.

Golug shall not be responsible for refusals, restrictions, storage limitations, or internal policies imposed by accommodation providers.

15. Failed Delivery and Redelivery

Customers must ensure that an authorised recipient is available during the delivery window.

Golug includes up to fifteen (15) minutes of waiting time.

Additional waiting time, storage, return arrangements, or redelivery attempts may result in additional charges.

16. Flight Delays and Changes

Customers must promptly notify Golug of:

- Flight delays;
- Flight cancellations;
- Flight changes;
- Terminal changes;
- Other circumstances affecting collection or delivery.

Golug shall not be responsible for disruptions caused by failure to provide timely notice.

17. Luggage Protection Guarantee

Every booking includes complimentary luggage protection.

Subject to investigation and verification, protection may apply to:

- Loss;
- Physical damage;
- Misdelivery;

occurring while luggage is in Golug's custody.

Maximum protection is limited to:

- RM700 per luggage item; and
- RM3,500 per booking.

Compensation shall never exceed actual proven loss.

18. Exclusions

The luggage protection guarantee does not apply to:

- Cash;
- Passports;
- Identity documents;
- Mobile phones;
- Laptops;
- Tablets;
- Cameras;
- Jewellery;
- Watches;
- Precious metals;
- Collectibles;
- Business documents;
- Commercial samples;
- Perishable goods;
- Prohibited items;
- Existing wear and tear;
- Cosmetic damage;

- Manufacturer defects;
- Damage resulting from inadequate packing.

19. Claims Process

Claims must be submitted within seven (7) days of delivery.

Customers may be required to provide:

- Photographs;
- Booking references;
- Proof of ownership;
- Proof of value;
- Supporting documentation.

Golug reserves the right to investigate and assess all claims before determining compensation eligibility.

20. Limitation of Liability

To the fullest extent permitted by law, Golug's total liability arising from any booking, claim, loss, damage, delay, or service issue shall not exceed the applicable luggage protection limit stated in these Terms.

Golug shall not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages, including:

- Loss of profits;
- Business interruption;
- Missed flights;
- Missed reservations;
- Loss of opportunity;
- Emotional distress;
- Consequential financial losses.

21. Cancellations and Refunds

Bookings cancelled before luggage handover may be eligible for a refund in accordance with Golug's refund policy.

Once luggage has been accepted and processing has commenced, refunds may not be available.

22. Right to Refuse or Cancel Service

Golug reserves the right to refuse, suspend, or cancel any booking where:

- Safety concerns exist;
- Prohibited items are suspected;
- Identity cannot be verified;
- Fraud is suspected;
- Operational constraints prevent service delivery;
- Information provided is false, misleading, or incomplete.

23. Unclaimed Luggage

If luggage remains unclaimed and Golug is unable to contact the customer after reasonable attempts, Golug may store, transfer, dispose of, or otherwise handle the luggage in accordance with applicable laws and operational procedures.

Additional storage and handling charges may apply.

24. Force Majeure

Golug shall not be liable for delays, interruptions, or failures resulting from circumstances beyond its reasonable control, including:

- Natural disasters;
- Floods;
- Severe weather;
- Airport disruptions;
- Government actions;
- Public emergencies;

- Civil unrest;
- Road closures;
- Transportation disruptions;
- Utility failures.

25. Indemnity

Customers agree to indemnify, defend, and hold harmless Golug, its owners, employees, contractors, and representatives from any claims, liabilities, damages, losses, penalties, costs, or expenses arising from:

- Breach of these Terms;
- Inaccurate information;
- Prohibited items;
- Unlawful conduct;
- Customer negligence;
- Third-party claims relating to luggage contents.

26. Privacy

Golug collects and processes personal information necessary to provide its services.

Further information regarding data collection, usage, and protection can be found in Golug's Privacy Policy.

27. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of Malaysia.

Any dispute arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Malaysia.

28. Severability

If any provision of these Terms is found to be invalid, unlawful, or unenforceable, the remaining provisions shall remain in full force and effect.

29. Entire Agreement

These Terms constitute the entire agreement between Golug and the customer concerning the services provided and supersede any prior communications, understandings, or agreements relating to such services.

30. Changes to These Terms

Golug may update these Terms from time to time.

Updated versions will be published on Golug's website and become effective upon publication unless otherwise stated.

31. Contact Us

Questions regarding these Terms may be directed to Golug through the Contact page or official customer support channels.

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