

Shinkansen Luggage Delivery Service terms and conditions

(Precautions for use)



Use of this service is subject to this agreement

1. Store opening hours

9:00~20:00

2. Items that cannot be stored

- (1) The length of one of the three sides exceeds 200 cm
- (2) Bicycle
- (3) Items weighing more than 30kg each
- (4) Explosives, combustibles, and dangerous substances such as poisons and chemicals
- (5) Firearms and swords and items that may be used for criminal purposes
- (6) Items that may stain other items
- (7) Filthy or foul-smelling
- (8) Perishable or perishable items
- (9) Valuables
- (10) Precision machinery, etc
- (11) Animals and seafood
- (12) Incompletely packed and unsuitable for storage
- (13) Other items that the staff deems inappropriate for the carry service

3. Handling range and handling fee

This service

Handling range	Fee
Hotel in Osaka city ⇒ Hotel in Fukuoka city	8,000yen/piece

Please ask the staff for available affiliated facilities and handling hours

If the package cannot be picked up on the day of transportation due to the customer's circumstances,

it will be considered as cancellation without notice and no refund will be made

4. Book this service

Please make a reservation from the designated website at least 3 days before the transportation date

5. When checking luggage

Please fill out the necessary information on the special slip and keep it with your luggage at the reception desk

At that time, please present your reservation receipt email

In addition, please leave your luggage at the reception desk by the day before the transportation date

6. Luggage delivery

Please present the reply email of the reservation reception at the reception desk. After checking, please hand over your luggage

If you accidentally delete the reply email, we will confirm that you are the rightful owner

In this case, it is necessary to present a certificate etc. for identity verification

7. What to do if there is no pick-up

Packages that have not been picked up after 1 month and 15 days will be disposed of as prescribed by our company

In addition, we will appropriate the storage fee and other expenses for the items generated in the disposal

8. What to do if you have checked luggage that cannot be checked

If there is a suspicion that the checked luggage falls under paragraph 2, we may take measures according to the direction

9. Accident liability

In the following cases, the Company shall not be held responsible for any damages such as loss or staining of the checked luggage

- (1) Damage such as loss or defacement of luggage listed in paragraph 2
- (2) In case of force majeure such as natural disasters
- (3) In the event of a request from a relevant government or public office to unpack, seize, or submit as evidence due to the exercise of judicial power, etc
- (4) Other cases not attributable to our company

10. We may not be able to keep or handle your items due to our circumstances

11. Compensation for damages

If we are responsible for damage to your luggage, we will compensate you up to 100,000yen per luggage

12. Others

This service is only available to guests staying at affiliated hotels