

Global Bag Tag – FAQ's

How does globalbagtag.com work?

Each globalbagtag has a unique serial number which enables it to be traced to the owner via the globalbagtag.com website. Members contact details are stored on the globalbagtag.com database. Members can update and enter descriptions of their luggage, details of their travel itinerary and local contact details online at any time.

What is the size of the globalbagtag?

The globalbagtags are 60mm x 30mm heavy duty metal tags and come complete with high strength security wire fastening.

How much does a globalbagtag cost?

A pack (2 pieces) of globalbagtags costs \$24.95

What about shipping and handling?

All globalbagtags can be shipped for a nominal cost by regular Australia Post or Express Post Australia wide. Please e-mail or ring for overseas shipping costs. We aim to ship orders same work day up until 3pm.

What do I get for my money?

Each pack of globalbagtags contains two heavy duty metal tags and includes one years database membership and full instructions.

Can I buy globalbagtags to give as a gift?

Yes, globalbagtags make a great gift. The person you give the tags to will go online and register the tags in their own name. The one years database registration runs from when the tags are first registered, not the purchase date.

Can I use my globalbagtags more than once?

Yes you can continually use your tags as many times as you like providing your membership is still current. You can enter a new travel itinerary at any time and change the bag description any time as well.

How much will it cost to renew my database membership?

Your first year's membership is included in the price of the tags. Subsequent year's membership costs are: 1 year AUD\$6.50, 2 years AUD\$12.50 and 3 years AUD\$17.50 irrespective of the number of tags you hold.

Why not just write my name and address on my bags?

For security reasons you are strongly advised not to openly display your name and address details on your luggage. If you lose a bag on your outward journey you do not want your bags sent back home if you are not there. The globalbagtag.com system allows the airlines and other select organisations to view your itinerary and forward your baggage to a suitable destination.

How many bags go missing each month?

According to U.S. Department of Transportation figures over 250,000 bags are lost or mishandled every month on internal flights alone.

What happens to all the lost bags?

Almost all the bags are not lost, just not identifiable to their owners. There is even a company in Alabama who's entire business consists of selling lost luggage, selling thousands of unclaimed items every week.

Will my credit card payment be safe?

Yes. We use E-way, one of the Australia's leading online credit card companies for our credit card processing. They use state of the art encryption and handle the purchasing process. Global Travel Products does not keep any of your credit card details.

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What about my personal information?

globalbagtag.com is registered under the U.K. Data Protection act. They will only use the information you provide for the sole purpose of reuniting you with your luggage. Visit www.globalbagtag.com/privacy for full details.

Can I buy tags for my company or organisation?

We offer discounts and customised tags for corporate customers, travel clubs and organisations. Contact info@logicaldistribution.com.au for details.

I prefer not to order online can I still get globalbagtags?

Yes, you can order by info@globaltravelproducts.com.au, Ph: 03 9729 9066 or Fax: 03 9779 5248.

Can I change my personal contact details or add my vacation address?

Yes, simply go to www.globalbagtag.com/login.cfm and amend your details through member services.

If someone finds my bag can they view my personal details?

No, only security vetted airlines, handling agents, lost property agencies will have access to your details.

What happens if I lose a bag?

You login to www.globalbagtag.com and report your bag as lost; if it has been found you will be given the location and finders contact details.

How will I know if my bag has been found?

We will contact you by email, phone, fax or SMS or you can login to globalbagtag.com at anytime to check.

I've found a bag, how do I report it?

Go to www.globalbagtag.com and enter the tag number and your contact details.

I've found a bag. Will I get a reward?

Global Travel Products does not offer rewards but the owner of the bag may wish to reward you, however this is entirely at his or her discretion.

If I have globalbagtags do I still need travel insurance?

Yes, you are strongly advised you always take out travel insurance whenever you travel.

I still have questions; can I speak to a real person?

Yes, please feel free to telephone Global Travel Products Mon – Fri 9.00am to 5.00pm.

Or you can e-mail or fax your questions to info@globaltravelproducts.com.au Fax: 03 9729 9066 at any time.