



TRUST & SAFETY

FOR SENDER

We understand how it is important for you to know that the parcel you are shipping will reach safely and in the proper conditions to the recipient. To ensure your safe experience with Luggage Pool, we recommend you to follow these simple steps:

1. **Review traveler profiles** and take time to read reviews about them carefully
2. **Trust your instincts** and if you don't feel comfortable or sure about something, then ask clearly to clear your doubts up.
3. **You can always cancel** to ship your parcel if the traveler misrepresents himself or changes details of his travel. Please contact us via support@luggage-pool.com if you notice any suspicious activities of other users on the platform.
4. **Consider cultural differences** because communication and expectations of the traveler can vary according to mentality, gender, sensitivity, etc.
5. **Research on customs restrictions** to be sure that your parcel can pass the custom safely and won't cause any problems to the traveler.
6. **Communicate through Luggage Pool** to help us to identify the issue and solve it quickly in case of any problem.
7. **Rate your experiences** to help us to create a transparent, safe and better environment in our community.

FOR TRAVELER

We understand how it is important for you to feel confident and safe about the parcel you are shipping or any problems it could bring to you. To ensure your safe experience with Luggage Pool, we recommend you to follow these simple steps:

1. **Review sender profiles** and take time to read reviews about them carefully
2. **Trust your instincts** and if you don't feel comfortable or sure about something, then ask clearly to clear your doubts up



3. **You can always refuse** to bring the parcel if the sender misrepresents himself or the content of his parcel. Please contact us via support@luggage-pool.com if you notice any suspicious activities of other users on the platform.
4. **Consider cultural differences** of the destination country because communication and expectations of the recipient can vary according to mentality, gender, sensitivity, etc.
5. **Communicate through Luggage Pool** to help us to identify the issue and solve it quickly in case of any problem.
6. **Rate your experiences** to help us to create a transparent, safe and better environment in our community.