



Address

35 Kingston Street
Boston, MA 02111

Phone

866.416.7447 - toll free
+1 617.482.1100 – international

Website

www.luggageforward.com

Co-founders

Zeke Adkins, Aaron Kirley

Interviews

Co-founders Zeke Adkins and Aaron Kirley are available to offer their expertise towards any travel industry related topics. Contact Zeke Adkins at press@luggageforward.com or 617.482.1100.

Visuals:

Media ready photography and b-roll available upon request. Contact press@luggageforward.com.

For travelers seeking the utmost in convenience, reliability and predictability, Luggage Forward guarantees delivery of baggage from doorstep to destination. The smart alternative to checking and carrying bags, Luggage Forward is transforming today's travel experience.

Luggage Forward leverages a worldwide network of shipping partners, innovative technology and honest, unparalleled customer care to give seasoned travelers the peace of mind they deserve. Using advanced order-tracking technology, dedicated Forwarding Specialists monitor shipments from initial inquiry to final delivery.

Our Partners

Luggage Forward is the exclusive luggage forwarding provider to many leading travel organizations including AAA, Abercrombie & Kent, American Express, Exclusive Resorts, Holland America Line, Starwood Hotels & Resorts and more.

Booking

Travelers can “luggage forward” to more than 200 countries or territories by booking securely online or by phone. Clients receive an instant email confirmation and can immediately begin tracking the status of their shipment online or with any web-enabled wireless device.

Service & Pricing

Luggage Forward instantly generates rates based on three simple criteria: luggage size, travel distance and service level. This dynamic pricing system assures clients that they receive the best possible rate for each shipment, with no hidden fees or surcharges. One-way prices start at:

| Bag Types | Express | Priority | Standard | Basic | Econ. | Int'l |
|-----------------------------|---------|----------|----------|-------|-------|-------|
| Small (<25lbs) | 107 | 79 | 71 | 68 | 52 | 120 |
| Standard (<50lbs) | 130 | 98 | 86 | 77 | 59 | 187 |
| Oversize (<75lbs) | 183 | 127 | 110 | 86 | 66 | 297 |
| Golf Travel Bag | 123 | 92 | 82 | 75 | 57 | 187 |
| Ski Travel Bag | 111 | 83 | 74 | 71 | 54 | 143 |

Express – Guaranteed next business day delivery

Priority – Guaranteed second business day service

Standard – Guaranteed third business day service

Basic – Guaranteed fifth business day service

Economy – Guaranteed within seven business days, return only

International – Transit time depends on destination country

The Luggage Forward Experience

Preparation: Bags are packed as they would be for standard airline travel, and no special packaging is required. (In some instances, it is necessary to forward sports equipment in a protective case.) Customized forwarding tickets sent by Luggage Forward in either paper or electronic format are then attached to each bag. The forwarding tickets act like boarding passes for the luggage.

Pickup: At booking, Luggage Forward allows clients to choose from a range of pickup times to fit their busy schedule. A Luggage Forward agent will come to a home, business or hotel at the specified time to collect luggage or sports equipment. Customers do not need to be present at pickup if there is a suitable place for the bags to be left for collection.

Transit: While items are in transit, they are constantly monitored throughout their journey by an assigned Forwarding Specialist. Should the items fall behind schedule at any point during the shipment, the Forwarding Specialist will take immediate corrective action to ensure an on-time delivery.

Delivery: A Luggage Forward agent will deliver the bags to the scheduled destination, where they will be waiting upon arrival. Drivers are responsible for the luggage, so they will not leave bags unattended if they feel it is unsafe. Hotels typically have secure luggage closets where bags will be held until the client checks in.

Why Luggage Forward?

Forwarding luggage and sports equipment directly to a destination is convenient, secure and reliable. The door-to-door service saves time at the airport and provides a stress-free travel experience.

- **Avoid carrying luggage or sports equipment to and from the airport.** Luggage or sports equipment is left at the front door and delivered to the destination. Travelers no longer have to haul heavy bags or cumbersome sports equipment with them.
- **Bypass check-in lines.** Eliminate the most frustrating part of air travel - waiting in long check-in lines. Luggage Forward allows travelers to save time by going directly to the gate.
- **Don't pay unpredictable checked baggage fees.** Recently, many airlines have implemented fees for checking luggage, which can add hundreds of dollars to the original ticket price.
- **Eliminate the possibility of the airline losing luggage.** Whereas airlines specialize in transporting people, Luggage Forward specializes in transporting luggage, backing its reliability with the most comprehensive loss, damage and on-time guarantee in the luggage forwarding industry.
- **Skip the wait at baggage claim.** Go directly from the plane to the airport exit without wasting time at baggage claim.

How does Luggage Forward work?

Luggage Forward provides a door-to-door luggage delivery service worldwide. The client selects a time window that fits their schedule to have the luggage picked up at their home, office, hotel, cruise, golf course or any other physical location. The bags are then forwarded through a global network of shippers.

At every stage of the forwarding process, from inquiry to delivery, Luggage Forward's leading edge technology, highly-trained Forwarding Specialists and international network of shipping resources ensure safe and on-time delivery of every item. The efficiency and reliability of this infrastructure has been developed with a single purpose in mind – to have each client experience total travel convenience.

How do my bags get to their destination?

Luggage Forward works with a vast global network of couriers, freight forwarders, and major cargo carriers. A proprietary system automatically determines the best forwarding method during the booking process based on factors such as cost and reliability. This model allows Luggage Forward to leverage a comprehensive set of shipping networks to their respective strengths.

Who uses Luggage Forward?

Sports enthusiasts avoid carrying the most inconvenient items, be they golf clubs, bicycles, skis or snowboards, to the airport. Luggage Forward's domestic on-time guarantee gives peace of mind that is not available from airlines or other luggage forwarding providers.

Families traveling with multiple children, bags and any sports equipment tend to find that forwarding luggage is especially valuable, particularly if a parent is traveling alone with children. The focus can remain on the kids, rather than the multiple bags that need to come off the carousel.

Seniors who may have trouble managing heavy bags can now travel without worrying about how they will handle their burdensome luggage. Forwarding luggage is often a marriage of convenience and necessity. Some clients lie further to one end of the spectrum than others, but all of them appreciate the high level of service and broad range of forwarding options.

Cruise passengers are the most quickly growing segment of Luggage Forward's client base. The logistics of a typical cruise trip make forwarding luggage a very practical solution. Typically, passengers are embarking for a week or more and absolutely require timely arrival of their bags.

Business travelers, especially those with multi-destination trips, appreciate the efficiency of not having to wait in long check-in lines or at the baggage carousel. It is common for those combining a business trip with pleasure to forward their clubs directly to the course for a weekend golf outing, eliminating the need to haul them through multiple airports.

How do I book a shipment?

Both domestic and international bookings can be made online at www.luggageforward.com or by phone at **866.416.7447**.

Depending on travel requirements, clients may choose next day, second day, third day, fifth or seven day delivery for domestic bookings. Any service may be booked up to 180 days in advance, while urgent shipment can usually be picked up the day of booking.

Door-to-door international service is available to and from more than 200 countries and territories. These shipments are typically delivered within four days; however transit times for each country vary depending on the destination country's customs process.

To simplify booking, Luggage Forward created luggage categories, eliminating the need to provide the exact weight of each item.

How does Luggage Forward price?

All prices are dynamically generated based on what is being forwarded, how far it is going and how fast it needs to be there. This ensures a customer is always getting the best price for their specific itinerary, with no hidden fees or added surcharges. Convenient categories are used to determine the size of each bag, so there's no need to weigh or measure it before booking.

Am I covered?

Every shipment booked with Luggage Forward includes \$500 of insurance coverage for each bag, and up to \$10,000 of supplemental coverage is available. This insurance covers items for loss or damage and, domestically, for any incidental expenses incurred in the rare case that a bag arrives late. This means that if luggage is delayed, Luggage Forward will reimburse the client for up to \$500 per late item to cover any consequential costs until the bag arrives. In addition, the Luggage Forward Specialist will make specific rental arrangements in the case of late sports equipment.

How does this differ from traditional shipping companies?

Luggage Forward is a first class ticket for the price of a coach fare. Those who have tried to forward luggage with FedEx or UPS understand the convenience, and sometimes the necessity, of sending luggage ahead of time, but also likely understand the limitations of these shippers when it comes to sending luggage.

Luggage Forward's rates are in many cases lower than major shipping carriers, and include a suite of added services and guarantees that are otherwise unavailable. Luggage Forward clients speak to a Forwarding Specialist who is individually assigned to oversee each booking from inquiry to delivery. This allows for the flexibility to specify pick-up and delivery times or customize other aspects of the shipment to fit clients' busy schedules.

Co-Founder Biographies

Zeke Adkins

Co-founder, Luggage Forward

In addition to general management duties as co-founder, Zeke focuses on Luggage Forward's marketing and business development functions. Responsible for the creation and management of the company's branding and positioning, Zeke fuels Luggage Forward's growth through strategic partnerships with leading travel industry organizations.

Zeke began his career at Atlas Venture, an international early-stage venture capital firm. He was an inaugural member of the worldwide market development team at Atlas, closely supporting the firm's investment teams. Zeke focused on brand positioning and market perception of this global firm, as well as assisted new portfolio companies with strategic branding and positioning.

Upon leaving Atlas, Zeke consulted on marketing strategy and strategic growth for a number of start-up businesses. Zeke was Vice President of Kurtzman Group, a consulting and advisory firm dedicated to helping companies improve performance and visibility in the marketplace by harnessing the power of thought leadership. In this role, he served as Executive Director of Corporate Governance Summits, a joint venture between Kurtzman Group and Kalorama Partners, a consulting firm led by former SEC Chairman, Harvey Pitt.

Zeke received a B.S. from Skidmore College with majors in Economics and Business Administration.

Aaron Kirley

Co-founder, Luggage Forward

In addition to general management duties as co-founder, Aaron is responsible for Luggage Forward's systems and processes. Drawing from more than a decade of process optimization, software design, development, implementation and management experience, Aaron designed and built the software architecture and business logic that runs Luggage Forward. Through continuous system and process enhancements, Aaron focuses on enabling growth, reducing costs and improving service quality.

Aaron has a background in software development, process optimization and project management. He worked with Boeing Space System and GE Aircraft Engines to optimize manufacturing processes and later took a consulting position with Accenture, where he spent five years utilizing software to improve business processes. Prior to founding Luggage Forward, Aaron managed large software development projects through coordinated efforts between off-site, vendor and internal resources from EMC Corporation.

Aaron is active in the Search Engine Optimization (SEO) community and, through application of SEO techniques, luggageforward.com has achieved top natural search rankings, thus minimizing advertising expenses and increasing awareness for Luggage Forward.

Aaron graduated Magna Cum Laude from Boston University with a B.S. in Manufacturing Engineering, where he was an Academic Achievement Recipient and a member of the Tau Beta Pi Engineering Honor Society.