

Bonded Luggage FAQ	
1 How does the bonded luggage process work?	[This service is exclusively for arriving passengers] 1.Chain your luggage at the baggage carousel. 2.Take your passport and all luggage to the Customs "Red Line" (Goods to Declare) counter to apply for bonded storage. 3.Once Customs approves your application and you have completed the Arrival Declaration Form, bring the luggage to be bonded along with the form to the Bonded Luggage Counter (located next to Baggage Carousel No. 6). 4.After the process is complete, you will receive a luggage receipt (please keep this for retrieval). If Payment is accepted in TWD cash only; please have the exact amount ready.
2 I have nothing to declare. Do I still need to go to the Red Channel (Goods to Declare) counter?	This facility is a bonded warehouse located in the restricted area of Taoyuan Airport. For baggage storage services (Bonded Luggage), all items must be declared at the Customs arrival counter.
3 Do you accept credit cards or mobile payments?	We currently accept NTD cash payments only. Please ensure you have New Taiwan Dollars ready before proceeding.
4 Is the customs storage counter open 24 hours a day? Is a prior appointment required?	Our counter provides 24-hour service, including all national and special holidays. No appointment is necessary.
5 What is the duration limit for bonded luggage storage?	Storage periods vary by item category: 30 days for general luggage (no perishables), 6 days for refrigerated items, 3 days for flammable goods, and 15 days for items requiring quarantine. (A one-time extension may be granted if necessary.)
6 Is the Customs-bonded storage different from the standard luggage service provided by Pelican Express?	No, they are different. Our facility is exclusively for arriving passengers BEFORE passing through Customs. We are a separate entity from Pelican Express, with different storage policies, fees, and eligible users. For Pelican Express storage details, please refer to their official announcements (Url: Taoyuan International Airport Website > Passenger Guide > Arrival > 07 Luggage Services).
7 I'm currently in Taiwan and want to store my luggage at the airport before my flight. Is this the right service for that?	No, this service is not applicable. Our counter is located within the arrival restricted area, which is not connected to the departure level walkways. This service is exclusively for arriving passengers BEFORE they clear Customs; therefore, we cannot accept luggage from departing passengers.
8 When to use Bonded Storage?	Luggage that you do not need to bring into the country can be stored at the airport and retrieved when you depart.
9 How are the storage fees calculated?	Pricing Policy Flat Rate per Item : Fees are charged per item, per unit. Please note that weights are calculated individually and cannot be combined. Official Rates : Pricing is based on the official rates announced on the Taoyuan Airport website. Rates are also clearly posted at the service counter for your reference.
10 What are the limitations and regulations for bonded luggage?	Passengers are responsible for ensuring that all bonded luggage complies with airline flight regulations (such as weight limits and excess baggage policies). Carry-on Luggage: Must be within weight limits and securely packaged. Checked Baggage: Must be ready for check-in at the time of storage. We do not provide any unpacking or adjustment services afterwards. Prohibited Items: Live animals, hazardous materials, and any items that may compromise aviation safety are strictly prohibited from storage.*
11 Is there a place where I can store my luggage during a layover?	Luggage storage is not available for passengers who do not go through immigration.
12 Do you provide a receipt? Do you support e-invoice customs?	We provide receipts, and we also support e-invoice customs.
13 Can I store my luggage upon arrival on my first entry, and then retrieve it to go through customs during my next entry?	Stored luggage can be retrieved upon your next entry, but the process is subject to customs application and approval.

Luggage Retrieval Q&A	
1 How much earlier should I arrive at the airport to retrieve my luggage?	The retrieval process varies depending on the type of luggage stored: Checked Baggage : The retrieval will be handled during your check-in process. The airline will retrieve and check in your luggage for you directly; no separate pick-up is required. Carry-on Baggage: Please proceed to the designated counter after clearing customs to arrange for retrieval. The delivery process takes approximately 20 minutes. Please be mindful of your boarding time and arrive at the designated location only for pick-up.
2 Do I need to make a reservation several days in advance for luggage retrieval?	Outbound Passengers (On the day of departure): No prior notice of your departure date is required. Simply contact the service counter on the day of your flight to arrange for retrieval. Returning Luggage for Entry into Taiwan (On international travel): If you are currently in Taiwan and wish to retrieve your luggage without an international flight, you must visit the Customs Duty Office during their business hours for inspection and clearance. Reference for More Information : For detailed procedures, please visit the Taipei Customs website: Url: Taipei Customs website Home / Passengers / Inbound Passengers / Luggage Stored for Future Retrieval
3 Can I retrieve my stored luggage at the check-in counter to repack it before my flight?	Please note: Stored/Bonded luggage cannot be retrieved directly from the check-in counter. Carry-on Baggage : You may only retrieve your carry-on luggage after passing through Immigration/Passport Control and entering the restricted (airside) area. Please note that these items must be carried onto the aircraft with you. Checked Baggage : The airline will collect your luggage receipts and handle the retrieval process for you. Your bags will be unpacked directly to your flight for loading; therefore, you will not have access to your luggage to add or remove any items. Retrieval in Non-Restricted Areas: If you wish to retrieve your luggage while still in the public (landside) area, you must visit the Customs Duty Office during their business hours for inspection and clearance. Reference for Procedures: For detailed instructions, please refer to the Taipei Customs website: Url: Taipei Customs website Home / Passengers / Inbound Passengers / Luggage Stored for Future Retrieval
4 I have luggage stored from my previous entry. How can I retrieve it when I return to Taiwan?	1. Storage Duration Limits Please be aware of the storage time limits for different types of items: General Items (Non-perishable): 30 days Refrigerated Items: 6 days Perishable Items: 3 days Perishable Items: 15 days 2. How to Retrieve Your Luggage When you return to Taiwan and wish to retrieve your stored luggage, please follow these steps: Go to the Red Channel: Upon arrival, proceed to the "Customs Red Channel (Goods to Declare)" counter. Submit Application: Present your original storage receipt and passport to the customs officer for approval. Get Official Stamp: Once approved, the officer will stamp your original receipt. Pick Up Luggage: Take the stamped receipt to the Customs Storage Counter (next to Baggage Carousel No. 6) to complete the retrieval.
5 Once my luggage is stored in customs, can I retrieve it when departing from a different airport?	Not applicable. Our unit only provides retrieval services at Taoyuan International Airport (TPE). Luggage stored at TPE cannot be retrieved at any other airport.
6 If I am currently in Taiwan and have no plans to travel abroad, can I retrieve my stored luggage and bring it into the country?	Yes, it is possible. However, you must visit the Customs Duty Office during their business hours to complete the inspection and clearance process.