Collecting your unaccompanied baggage at
John F Kennedy International Airport

When you send your personal effects as unaccompanied baggage they will not be waiting for you at the passenger terminal. To collect your goods follow the steps provided below.

Where to collect your unaccompanied baggage
Lufthansa Cargo, JFK International Airport, N. Service Rd., Bldg. 23 Jamaica, New York 11430 USA
Phone: (718) 289-7227       Fax: (718) 7071

When to collect your unaccompanied baggage
Once your goods have arrived you will be sent a Freight Arrival Notice. Once you receive this notice you can collect your bags and have them cleared through Customs and Quarantine at the following times

- Monday to Friday 8:00am to 4:30pm excluding weekends and public holidays.

How to arrange the collection of your unaccompanied baggage
1. If you have not received a Freight Arrival Notice you can check the status of your shipment using our on-line tracking service at qantascourier.com.au Alternatively contact Qantas Courier Customer Support to check the status and location of your goods. Please have your airway bill number ready when you call.

2. Before your goods can be released an Import Service Fee (ISF) of USD 40.00 will be charged. Storage charges may be applied to goods not collected within 48 hours (commencing 2359 hours on the day of freight check-in). Storage is calculated at USD 6.00 per 45kgs per day with a minimum charge of USD 50.00 payable.

3. Your goods must also be cleared by Customs and Quarantine. These organisations require photographic evidence of identification (passport and driver's licence) and may also levy additional government charges when clearing your shipment.

Further Information
Please contact Qantas Courier on +61 1300 553 903, email sydneycourier@qantas.com.au or visit qantascourier.com.au

*The information provided is based on the latest details available at the time of going to press and is subject to alteration without notice.  
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