

TUMI Luggage Program Questions & Answers

Updated 10/25/17

Will there be an optional tote with wheels?

Yes, a wheeled tote will be added to the program and will be available for purchase in 2018. You will receive an email when it becomes available for purchase.

Will I be able to select the wheeled tote instead of a rollaboard as my company-issued luggage piece?

A wheeled tote will be added to the program in 2018. If you would like to select the wheeled tote as your company-issued luggage piece, contact your supervisor to request the appropriate order form.

Where can I view the wheeled tote?

To view the wheeled tote, visit tumi.com and search for item number 022652D2.

If we don't select a TUMI rollaboard can I still use my TravelPro rollaboard?

As of February 1, 2018 (once all TUMI bags have shipped), we will officially transition out of the TravelPro program and into the TUMI program. At that time, the TUMI bag will be the required company-issued rollaboard bag and the TravelPro bag will no longer be permitted for use while working.

Are TUMI accessories required to be carried?

No, TUMI accessory pieces are optional. Your existing accessories can still be carried. However, if you need a replacement accessory, you will need to purchase one of the approved accessory pieces in the TUMI program. Or, if the accessory piece is not part of the TUMI program, make sure your replacement accessory follows the guidelines in the current *Policies and Procedures Manual*.

How can we order the rollaboard and optional luggage pieces?

For flight attendants with a U.S. address on file with the company, an email will be provided with a link to a dedicated TUMI portal where you will need to create an account and place your orders. Active flight attendants will be asked to log in, validate your United email address, select your rollaboard choice and any optional pieces, and confirm your shipping address.

For flight attendants with an international address on file with the company, orders will need to be processed by your base supervisor. Please contact them for the proper order form.

Demand for the garment cover has been very low. As a result, if you would like to order this piece, please notify your supervisor and they will submit the proper order form for you.

When will the rollaboards get shipped?

Shipment of rollaboards will begin in November 2017. You will need to select your TUMI rollaboard by December 15, 2017.

Where can I ship my order?

When you place your order, you can specify where you'd like the bag shipped. A signature will be required at time of delivery. Shipments to the base are not allowed. Shipments to a P.O. Box are not allowed.

Can I only order during a specific time period? Will this offer be available long-term if I choose to wait to place my order?

Accessory pieces can be ordered at any time. However, we encourage you to select your company-issued rollaboard by December 15, 2017 in order to avoid shipping charges.

If I order the two-wheel rollaboard and find out I'd rather have the four-wheel option, can I exchange it?

No, once you've chosen your preferred option (2-wheel or 4-wheel) the selection is final so we encourage you to see the sample bags at the bases through December 15, 2017 and watch the video on Flying Together before ordering.

How are customs fees and excise taxes handled?

United covers taxes and customs fees for any company-issued luggage program pieces. For any individual purchases these fees will be the responsibility of the purchaser.

How often can I purchase an additional rollaboard or accessory piece?

Effective January 1, 2018, an individual purchase of one rollaboard is allowed every five years. For example, if you select the two-wheel rollaboard as your company-issued luggage piece, you may purchase either a four-wheel rollaboard or an additional two-wheel rollaboard within five years.

Any accessory purchases, including the wheeled tote, will be limited to one of each item in the program every five years.

If this policy changes, we will notify all flight attendants.

How will these items be shipped?

All items will be shipped via UPS and will require a signature. If UPS does not deliver to your area, please send an email to tumiluggage@united.com and we will find an alternative shipping method.

What happens if I miss my delivery or my shipment gets lost or stolen?

Missed deliveries will be held at the local UPS depot for up to 3 business days after which they're sent back to TUMI. If this happens, please inform your base supervisor and we'll make arrangements to get the bag re-shipped. For any lost or stolen shipments, please contact UPS first (1-800-782-7892). If UPS is unable to resolve the issue, contact tumiluggage@united.com.

Who receives a company-issued rollaboard or can purchase the approved accessories within the TUMI luggage program?

All active flight attendants and flight-attendant qualified co-workers in Inflight Services will receive a company-issued rollaboard, as well as can purchase any of the approved accessories at the discounted rates.

What method of payment does TUMI accept?

TUMI accepts Visa, Mastercard and American Express credit cards.

Am I required to register my bag?

Yes, registration is required in order for TUMI to honor the warranty and to resolve any issues with the bag.

Is the company going to continue to provide repair vouchers?

Under the new TUMI program, vouchers will no longer be provided. Any repairs for TravelPro luggage as of January 1, 2018, will be the responsibility of the individual.

What happens if my company-issued luggage is under warranty, but destroyed beyond repair?

If the bag is beyond repair as a result of a manufacturing defect, TUMI will issue a new bag as long as it's still under warranty. If the damage is the result of negligence, please work with your uniform coordinator to order a new replacement piece.

What type of warranty will be available to flight attendants?

A five year warranty applies to all the TUMI products included in this program. It covers zippers, wheels, and handles. Any changes to the products made by anyone other than TUMI voids the original TUMI warranty and will not be eligible for repair (e.g., rollerblade wheels).

How can I get replacement blue TUMI tags, zippers and add a bag straps?

Bases will be equipped with stock to replace zipper pulls, TUMI tags and bag straps. Stock may vary based on location.

Can I repair my TUMI pieces at a non-TUMI location?

We understand that luggage emergencies can occur, but all repairs must be handled at an authorized TUMI store in order to be covered by the five year warranty. Repairs done at another facility voids that warranty, additional repairs may not be accommodated.

A list of TUMI stores that provides repairs can be found on the TUMI page on Flying Together, or you can download the list [here](#).

Will loaner rollaboards be available?

Loaners are only available for rollaboards. To receive a loaner rollaboard, you will need to pick one up at a TUMI location listed on Flying Together. You will be required to complete a loaner form, which includes your employee ID number. TUMI-issued loaner rollaboards will be tracked by the company and can only be kept for a maximum of 60 days. Loaners need to be returned to an approved TUMI store listed on Flying Together.

How can I get my TUMI pieces monogrammed with my initials?

Monogramming is not available when you initially select your pieces. Instead, you can take them to any TUMI store to get it completed free of charge.

What if I wasn't able make it to a base for a roadshow?

Sample bags are available in the bases (two-wheel and four-wheel) to look at until December 15, 2017. Also check out the video on the Inflight Services TUMI page on Flying Together, or visit a nearby TUMI store.

How was TUMI chosen as the bag?

Luggage is an important part of the uniform and something we know there are pain points with today. As we invest in the new uniform program, we also wanted to invest in the highest quality luggage since that's a part of the overall uniform.

We also heard that the repair process has been a challenge in the current program and we're excited about the ability for FAs to go directly into a TUMI store (many in airports) to have their luggage repairs handled much more simply.

Our partnership with TUMI allows for:

- Easy access to their stores to facilitate repairs
- In-store personnel to answer any rollaboard performance questions
- Flexible loaner policy
- Longer warranty period on each rollaboard

What other luggage brands did you consider?

We looked at other key players in the market and found TUMI was the highest quality. You can read more about the "TUMI Difference" on [TUMI's website](#).

Who were the testers of the luggage?

Inflight leadership and AFA selected 36 flight attendants to do a six-week wear test of both the two-wheel and four-wheel version of the TUMI bag and provide feedback on its performance.

If I have additional luggage questions, who should I contact?

Submit your questions to tumiluggage@united.com.