



Luggage Loss Adjusters
Unit C3 Upper
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Horsted Keynes
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BAGGAGE CLAIM FORM

Dear Passenger

We thank you for your letter/telephone call in connection with your mishandled luggage and would advise that we are acting on the airline's behalf in this matter. We would draw your attention to the Airline's Conditions of Carriage, which are printed on the Passenger Flight Ticket and their respective websites.

In order for us to maintain an efficient service we would be grateful if, should you wish to respond to this correspondence, you would do so in writing, as telephone calls do delay the handling of claims.

We do require claims for items over £50.00 to be supported by evidence of ownership and original purchase price. Please forward original purchase receipts, credit card slips, guarantees etc for the items being claimed. Replacement estimates/receipts do not prove ownership and are therefore not acceptable.

To allow us to process your claim, please ensure that you complete the relevant sections in full. PLEASE NOTE THAT YOUR ORIGINAL FLIGHT TICKET, BAGGAGE CHECK TAG AND PROPERTY IRREGULARITY REPORT MUST BE ATTACHED TO SUBSTANTIATE YOUR CLAIM (unless already sent).

IT IS AGAINST THE LAW TO SUBMIT A FRAUDULENT OR KNOWINGLY EXAGGERATED CLAIM, IF YOUR CLAIM IS FOUND TO BE FRAUDULENT YOUR CLAIM WILL BE DECLINED AND THE AUTHORITIES INFORMED.

Name	ITINERARY
Address Post Code	FROM: TO: FLIGHT NO: DATE:
Daytime Telephone Number	Number of pieces Checked? Number of pieces Received ?
Occupation	Baggage Tag Number
Describe Tags, Initials or Other identifying marks Was your luggage locked YES/NO Where did you last see your luggage	Are you pursuing a claim with your Insurance Company ? Y/N If YES, name, address of Insurance Company and policy number

SECTION 2. - DELAYED LUGGAGE

Please detail essential items purchased Whilst you were without your luggage supported by receipts	Date Purchase	Purchase Price

Please give length of delay

Was an advance of money and/or goods given by the Tour Operator, Airline, Handling Agent in resort ? YES/NO

If YES how much?

SECTION 3 – DAMAGED LUGGAGE

Full details of articles damaged	
1) Brand Name	5) Date and Place of Purchase
2) Model Range	6) Original Cost and Receipt
3) Dimensions	7) Allowance for wear and tear
4) Construction – Tick or state as indicated a) Fibre b) Hard Shell c) Nylon d) Other Fabric e) Expandable f) Zipper g) Wheels (How many?) h) Trolley i) Colour (Please state)	8) Amount Claimed

Please state date and place where luggage last seen undamaged:.....

Date and place where luggage first noticed damaged:

Description of damage:

.....

An estimate of repair should be submitted or a letter from a reputable dealer confirming the item is irreparable or photographic evidence of the damage incurred.

I confirm that the above damage occurred during travel on the above flight(s) and did not exist prior thereto:

Signed Date

DAMAGED BAGGAGE MUST BE RETAINED UNTIL THE CLAIM IS FINALISED

I HEREBY DECLARE that all statements on this form, are, to the best of my knowledge and belief, correct.

Signed Date

