

DELAYED/LOST/DAMAGED BAGGAGE

Your personal information

| | |
|-----------------------------------|--|
| First name | |
| Last name | |
| Mobile number | |
| Telephone number | |
| e-mail | |
| Re-enter e-mail | |
| Flight information | |
| Flight number | |
| Departure date | |
| City of departure | |
| City of arrival | |
| Ticket number/Booking ref. number | |

Your message (please provide any useful information regarding your delayed/lost/damaged checked baggage)

Please note that in case of **damaged baggage**, a carrier is not liable if the baggage was damaged because of:

- existing defects with the baggage
- Baggage's poor quality
- Overpacking the baggage
- Normal wear and tear

In the case of damage to checked baggage, the passenger must immediately fill out the Property Irregularity Report (PIR) at the airport of arrival and note the PIR reference number. The passenger must file a complaint within seven (7) days from the date on which the baggage was placed at the passenger's disposal.

If your baggage was delayed, you must immediately fill out a Property Irregularity Report (PIR) at the airport of arrival and note the PIR reference number, if you have received your baggage within 21 days from the date of your arrival. You have 21 days to contact ETF Airways. Please keep all your receipts for basic necessities such as toiletries, clothing etc.

When you find out that your baggage is missing at your final destination, find the lost luggage desk and report it using the Property Irregularity Report (PIR). Note the PIR number because you will need it to track the status of the baggage. If you are subject to unplanned expenses because your baggage was lost, keep the receipts as you may be reimbursed once filing the claim.

If your baggage hasn't been delivered to you within 21 days after your arrival, it may be considered lost and you are entitled to compensation. Create a list of what was inside (keep in mind that we will ask you to provide receipts for these items or for some other proof (credit card statements for example)).

File the lost luggage claim via e-mail. Attach the receipts and list of items.