

## Baggage Claim form



Dear passenger!

Please accept our sincerest apologies that your baggage has become damaged or delayed during transit and any inconvenience caused. We will do all we can to put things right for you for you. So please fill necessary information below and send this form to ETF Customer Service at [passenger@etfairways.com](mailto:passenger@etfairways.com) within 7 days of receipt of baggage in case of damage, and within 21 days of arrival in case of delay/loss.

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.

Please note that ETF Airways's liability for delayed, lost, and damaged baggage is limited under the Montreal Convention and you may prefer to make a claim under your own travel insurance - you can find further details in our conditions of carriage for passengers and baggage, which are available at [www.etfairways.com/passengers](http://www.etfairways.com/passengers)

Type of Claim:  Damage  Delay/Loss

Passenger's full name:			
Permanent adress and e-mail/phone contact:			
Booking ref.number:		PIR number (provided at the airport):	
Flight itinerary - Flight No:	From:	To:	Date:
Have you already reported the claim: Yes <input type="checkbox"/> D No <input type="checkbox"/>			
If yes, please neter the date:			
Description of damages on the baggage/ of the lost baggage (colour, manufacturer, weight):			
<b>Fill this section only in case of delay/loss of the baggage:</b>			
Was there a name and adress label on your baggage? If yes, and different then stated in this form please enter the adress:			
Where did you last see your baggage?			
Date of purchase of the bag:		Price:	
<b>I hereby certify that the above given details are true and complete.</b>			
Passenger's signature		Place and Date	

Please attach:a copy of your passenger ticket  
baggage label  
the claim report