

Compensation claim form for damaged, delayed or lost baggage

Delayed or damaged baggage must be reported to our ground handling staff in the arrival hall before passing customs. A Property Irregularity Report (PIR) will be completed. **Please note:** without a Property Irregularity report (PIR), Jetttime is unable to process your claim.

PIR number (necessary for handling of your compensation claim)		Booking number: (apollo 6 bogstaver)	
Name:			
E-mail:		Tel:	
<p>If you have a household insurance or a separate baggage insurance, you should report the claim to your insurance company. If you choose to seek compensation through Jetttime, you should be aware of Jetttimes limited liability. See the following document and/or our website www.jetttime.com. This form is to be sent by mail as an attachment to bagageservice@jetttime.com</p> <p>As stated on the Property Irregularity Report (PIR), any damaged baggage claim should be made to Jet time within 7 days from the damage occurred.</p>			
Own insurance			
Have you filed a claim with your own insurance company? Yes <input type="radio"/> No <input type="radio"/>	Company: Policy no.:	Have you received any compensation? Yes <input type="radio"/> No <input type="radio"/> If yes, please state the amount:	
Describe the damage in detail			
Bank account details. If your account is not Danish, please use the IBAN account number and bank's BIC/SWIFT code			
To be completed if damaged baggage A receipt from the purchase of the damaged baggage must be attached.			
State product type , brand , type no, model, etc.	Date of purchase	Purchase price	Receipt of purchase
			Yes <input type="radio"/> No <input type="radio"/>
			Yes <input type="radio"/> No <input type="radio"/>
To be completed if delayed baggage			
When did you receive your baggage?		Time:	Date:
Have you received any compensation? Yes <input type="radio"/> No <input type="radio"/> If yes, please state the amount:			
To be completed if lost baggage Content list if lost baggage and a receipt for the same must be included			
Have you received any compensation? Yes <input type="radio"/> No <input type="radio"/> If yes, please state the amount:			
<input type="checkbox"/> I confirm that my answers are in full compliance with the facts. I hereby authorize Jetttime to exchange information and documentation with other relevant third parties (e.g. travel agents, ground handling companies, insurance companies, etc.) to the extent necessary.			Date:

Jetttime's baggage regulations

Reporting delayed baggage

If your suitcase or other checked baggage does not arrive with you at your destination or if it arrives damaged, you must immediately – before you go through customs – contact Jetttime's handling agent that is responsible for handling baggage after your plane has landed.

You will be required to complete a Property Irregularity Report (PIR) as documentation that the delay has been reported. Please make sure that you write the same name and address on the PIR as appear on the baggage's name tag. Any information concerning the baggage's special characteristics/details may make it easier to locate, so that your baggage can be retrieved sooner. Please also remember to state how we can contact you at your destination – via e-mail, if possible.

Please note that if you have collected your baggage and left the arrivals hall without reporting the damage to our handling agent and without completing a Property Irregularity Report (PIR), the baggage will be deemed to have been returned to you in good condition, in accordance with the transport agreement.

Baggage search

A search for your baggage will commence immediately after your report is made at the airport and is based on the Property Irregularity Report (PIR) that you completed at the airport, with details of the baggage receipt number and your own information concerning the nametag and other characteristics. It is vital to searching for/locating the baggage that both the number and the name and address on the baggage correspond to the information given on the report, and that you assist by providing as many details/special characteristics as possible concerning the baggage – including its content.

Compensation for delay at your holiday destination

If your checked suitcase or similar holiday baggage (this does not apply to "special baggage") is delayed at the holiday destination for more than eight hours, Jetttime offers compensation of EUR 100 per suitcase.

Jetttime does not provide any compensation for baggage delays of any kind in connection with your return journey.

Lost baggage – after 21 days' delay

If, contrary to expectations, and even though you have given us all necessary information concerning its characteristics, your checked baggage has not been located no later than 21 days after the date on which it should have arrived, you can apply for compensation for lost baggage.

Compensation for damaged baggage

Jetttime's liability is under Montreal Convention limited. Therefore, we recommend that you contact your own insurance company and enquire about the possibility of compensation for damaged luggage.

Under the Montreal Convention article 31, paragraph 2, if you wish to submit a damage claim to Jetttime, you should email a claim to bagageservice@jetttime.com within seven days from the damage occurred.

If you wish to submit a claim to Jetttime, please note that Jetttime's liability is subject to the condition that you can document that a report was made in due time and that the damage occurred while the baggage was being handled by Jetttime. You must also be able to also document your purchase, including the date and price, of the damaged baggage.

When the compensation amount is set, deductions will be made for age and any lacking receipt for the purchase.

Jetttime does not grant any compensation for damage that is due to errors and defects relating to the nature of the baggage, or for damage due to over-packed baggage, cosmetic and/or superficial damage as a consequence of wear and tear during transport – including minor scratches, cracks, dents, stains/dirt, damage to wheels, handles, supporting feet, pull-up handles/straps, attached locks and zipper tabs, or damage related to broken locks. For security reasons your baggage may be examined without your presence/knowledge – if necessary by breaking the lock.

Particularly fragile baggage such as, but not limited to, sports equipment, bicycles, prams and pushchairs, which have not been packed in Airshells or equivalent protection/hard packaging approved for air transport, will only be accepted at your own risk.

Other regulations can be found at our website www.jetttime.dk.