



DAMAGED BAGGAGE

Unfortunately your luggage was damaged during your flight with us and we apologize for the inconvenience this has caused you. Please note that our liability for delayed luggage is limited by the Montreal Convention, similar to other airlines. The maximum amount for compensation is 1288 SDR (special drawing rights). For more detailed information, please refer to our *general terms and conditions* at <https://charter.braathens.com>, where you can find details about the types of luggage and contents you may transport.

Please be aware that you must always file a complaint for us to handle your case. Visit this link <https://charter.braathens.com/kundservice/>. Here, you select the e-service portal and select No. 3 to contact us in English and complaint luggage.

If the damage is determined to be caused by defective packing or negligence on the part of the passenger, no compensation will be paid by Braathens. Scratches, bumps, zippers, badges, dents and similar issues are considered normal wear and are not replaced. Luggage should withstand normal handling at an airport. When checking special baggage such as instruments, camera equipment, sports gear or similar items, it is the passenger's responsibility to package the luggage carefully. Bulky or fragile luggage is at greater risk of damage if not packed correctly. The burden of proof regarding proper packaging, according to Braathens recommendations, lies with each individual passenger.

If the contents of your bag are damaged but the packaging itself is intact, no compensation will be provided by Braathens.

If your luggage is damaged, it's best to report it immediately upon arrival at the airport. A **damage report/PIR report** will be created. If you discover the damage later, you can return to the airport or file a claim through our website within 7 days to have the damage documented and receive a **damage report/PIR report**. Remember to bring/attach your ticket receipt for the trip and the receipt for the luggage when reporting damaged luggage. If you choose to file a claim through our website, you need to attach photos of your damaged luggage.

After filing the claim, take the damaged luggage to a store that sells an equivalent product (e.g. bag store, children's store). Bring the **PIR/Damage Report** you received from our staff to have the damage reviewed. You can choose a store that suits you. This process must be completed **within 30 days** of the reporting the damage, otherwise no compensation will be paid.

Once you've visit the store, contact Braathens Customer relations and provide a written statement **before repairs or replacements occur**. Braathens has an upper compensation limit. Depending on the damage, we will prioritize repairing your luggage. If it cannot be repaired, compensation will be paid, with an age deduction.

You'll need to cover the cost of the new luggage or repair yourself. Then send a copy of the receipt with the VAT amount and a reference to the number of your complaint notification to the complaints department. Compensation will then be paid according to the previously agreed amount.

Once again, we apologize for the inconvenience and we hope to be able to welcome you back on board soon!

Contact information:

Braathens

<https://charter.braathens.com/kundservice/>