



## LOST BAGGAGE

Unfortunately, your luggage has been delayed for over 21 days and is now classified as lost luggage. We regret that your luggage has not been found and understand the inconvenience this must cause you. You can now claim compensation for your lost luggage by filling in this Lost luggage report below. The Montreal Convention regulates airlines' liability for delayed baggage and the maximum compensation amount is 1,288 SDR (Special Drawing Rights). For more detailed information see our *general terms and conditions* at <https://charter.braathens.com>, where it is stated what type 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 e-service portal and select No.3 to contact us in English and complaint luggage.*

In your statement of what your lost luggage has contained, it is important that you are specific, so that we can replace you as properly as possible under the applicable terms and conditions. If you have remaining **original receipts** for any of the lost products within the luggage, please send us these together with the claim.

Please note that no compensation is issued for electronics, medicine, alcohol/tobacco, documents of value, jewelry, money, valuable items regardless of how long the baggage has been delayed. Special equipment that is absolutely necessary during your trip should if possible be packed in your hand luggage. For the replacement of clothes, a deduction of 50 percent of the purchase price is always made. If a receipt for the lost product is available, a depreciation of 10 percent per completed year will be deducted from the actual value stated on the receipt.

If your luggage is found during the processing time for reporting lost luggage, no compensation will be paid for the contents of the luggage. Then the report of lost luggage will be closed.

**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/>

**LOST LUGGAGE**

Surname		First name	File Reference (Bagagereportnummer):		
Address		Zip code	City		
Phone:	Mobilephone:	E-mail address:			
Name of Bank: Clearingnumber: Accountnumber:					
IBAN: BIC/Swift:					
<b>Travel Plan</b>					
Flightnumber	Date	To	From		
Flightnumber	Date	To	From		
Number of checked bags	Total weight	Number of received bags	Weight of lost luggage	Number of passengers	
Tagnumber of lost luggage:		Ticketnumber for all passengers:			
<p>Attach the following together with the Lost luggage report:</p> <ul style="list-style-type: none"> <li>- Delayed baggage report (Property Irregularity Report/Delayed Luggage Report)</li> <li>- Baggage tag receipts of all checked bags</li> <li>- Boarding passes for all passengers</li> <li>- Any overweight of luggage receipts</li> </ul> <p>Braathens reserves the right to request receipts/verifications</p>					
<p>Please inform us of any previous claims to Braathens regarding delayed, damaged or lost luggage:</p> <p><input type="checkbox"/> Yes      If Yes - When? .....</p> <p>Received compensation from the airline at this time .....</p> <p><input type="checkbox"/> No</p>					

