



DAMAGED BAGGAGE

Unfortunately your luggage was damaged during your flight with us and we apologize for the inconvenience this has caused you. A report of the damaged luggage must be made immediately upon arrival at the airport as all damages must be reviewed by the airport handling staff. Once the damage is evaluated the airport personnel will hand you a **Property Irregularity Report/Damage Report** with a unique file reference (e.g. *BMATF10001*). You must always make sure that you receive a copy of the PIR/Damage Report as well as further information regarding our routines for damaged luggage.

If the damage is discovered after leaving the airport, the luggage should be brought back to the arrival airport **no later than 7 days from arrival date. The baggage tag must still remain on your luggage** in order for any eventual complaints to be accepted, as that is the only proof that this particular baggage was transported with BRA. Please note that when reporting damages of checked luggage after leaving the airport may cause evidential difficulties.

After you have made the claim, *you should bring the damaged baggage to a store like sells an equivalent product* (e.g. bag store, children's store), along with the **PIR/Damage Report** you received from our staff in order to get the damage reviewed. The store will then contact BRA's Customer relations department and a decision for how to proceed with your claim will be made. If the damage can be repaired we will cover the repair cost. However, if the damage cannot be repaired and the luggage must be exchanged, we will agree upon an amount for compensation based on the actual value of your damaged luggage according to our routines.

Most stores can send us an invoice for the agreed reimbursement amount directly. In the case where that is not possible, you will pay the cost for the new luggage/repair and send a copy of the receipt for the new luggage along with your full bank details as well as a copy of the PIR/Damage Report to BRA Customer relations afterwards. Once we receive this a payment of the previously agreed compensation amount will be paid. If your new luggage costs more than the amount approved by BRA, you must always pay any price difference directly in the store.

This must be done **no later than 30 days** after of the date that the report was made, otherwise no compensation will be paid and your report for damaged baggage will be closed.



When checking Special baggage such as instruments, camera equipment, sports equipment or the like, it is the passenger's own responsibility to package the luggage with the utmost care. This because bulky/fragile luggage is deemed to be at greater risk for damage when not packed correctly. The burden of proof as to if the luggage was properly packaged in accordance with BRA's recommendations is upon each individual passenger.

If the contents of your luggage have been damaged but the packaging/bag itself is intact, we instead recommend that you contact your insurance company.

If the damage have been caused by inadequate packing or negligence from the passenger no compensation is paid from BRA. Scratches, bumps, zippers, badges, dents and similar, are considered normal wear and are not replaced. The luggage must withstand normal handling at an airport.

Please notice that our liability for delayed luggage is, as for other airlines limited by the Montreal Convention and we will regulate your claim within this framework. Travel insurances generally have better terms and therefore it might be preferable to first contact your insurance company for reimbursement.

If you have questions of any sort regarding your damaged baggage do not hesitate to contact us at BRA customer relations.

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

Contact information:

BRA – Sverige AB

BRA Reklamation

Box 37, 201 20 Malmö

Tel: 010-722 15 12 Monday-friday 09:00-12:00

E-mail: reklamation@flygbra.se

Outside the complaints department's opening hours, you are welcome to contact BRA Customer Center: Tel: 0771-440010 please see opening hours <https://www.flygbra.se/kundcenter/>