



## DELAYED BAGGAGE

Unfortunately your luggage did not arrive as planned and we apologize for the inconvenience this has caused you. We are aware that this can cause complications for you and will do our utmost to ensure that your luggage will be delivered as soon as possible.

You should always report your baggage as missing directly at the airport upon arrival. When your baggage is reported as missing you will receive a **Property Irregularity Report (PIR – e.g. BMATF10001)**. It is important that you keep the PIR/file-reference until your luggage is located and also for eventual additional expenses that may occur. When the baggage is registered as missing a search will immediately begin. Most delayed bags are located within 24 hours and even if you do not receive any updates from us, we are still searching your luggage meanwhile. When your baggage is located we will contact you for delivery of your luggage.

When your luggage is missing or delayed, additional expenses related to your delayed luggage may occur. Additional expenses should be reasonable and what's reasonable is reviewed individually for each passenger, e.g. the length and purpose of your trip, how long the baggage was missing and you should also limit your expenses to the most reasonable necessities. Please note that eventual reimbursement of expenses is based on acceptable documentation, which means that you should save all original receipts since you need to prove the extent of your loss.

Note that more expensive branded goods, valuables, business documents, electronics, medication or the like are not replaced. Special equipment that is absolutely necessary during your trip should if possible be packed in your hand luggage. For the replacement of any branded items, a deduction of at least 50 percent of the purchase price is always made.

Please also note that reimbursement for costs related to missing/delayed luggage will only be replaced if the baggage is delayed upon departure. **No compensation or additional expenses will be covered when luggage is delayed/missing when travelling back to your destination of origin.**

*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 we have not been able to find your luggage *within 21 days* it is now classified as Lost luggage. Please send us a Lost Luggage Report and contact BRA's Customer relations department for further information.

**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](mailto: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/>*