



DELAYED BAGGAGE

Unfortunately your luggage did not arrive as planned and we apologize for the inconvenience this has caused you. A notification of delayed luggage/PIR report should be made at the airport upon arrival, the airport searches for the luggage and will contact you as soon as the luggage is available for delivery. The Montreal Convention regulates airlines' liability for delayed baggage. For more detailed information see our *general terms and conditions* at www.flygbra.se, 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 www.flygbra.se/kontakt and select No. 9 to contact us in English and complaint luggage.

When the luggage is delayed on the outward journey and you are not at your place of origin, compensation is only paid for the most necessary items in a reasonable amount in relation to the luggage's delay. **No compensation is paid for delayed luggage on the return journey**, when you are where you are registered. Here we refer you to contact your insurance company for possible compensation.

Always **save all original receipts** for any compensation claims. Please note that no compensation is issued for electronics, medicine, alcohol/tobacco, documents of value, jewellery, 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 any branded items, a deduction of 50 percent of the purchase price is always made.

Compensation claims must be sent to the complaints department with the original receipt. Always refer to the number on your PIR/baggage report.

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 to be able to welcome you back on board soon!

Contact information:

Braathens
Phone: 0771-44 00 10

To see our opening hours for chat, telephone and find our contact form:
www.flygbra.se/en/contact